Senior Technical Support Officer

Applicant Recruitment Pack



Sefton Council

Welcome

Hi,

We would like to thank you for your interest in the Senior Technical Support Officer role within Sefton Council's Planning Technical Support Team.

This is an exciting and rewarding opportunity for someone who thrives on being organised, is approachable and wants to be at the heart of a busy and varied working environment.

You'll play a key role in keeping things running smoothly, and approaching every task with professionalism and a positive, can-do attitude.

As a person, if you're someone who enjoys a varied workload and takes pride in delivering high-quality support, and brings energy, adaptability, and a genuine passion for making a difference, we'd be delighted to hear from you.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Debbie Robinson
Service Manager – Technical Support

Sefton Council

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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.

Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.

For more information, please refer to our Equality, Diversity and Inclusion Strategy

Liverpool City Region Fair Employment Charter

Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression, strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.

- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

This role focusses on:

- Validating the full range of applications for planning and related applications, including listed building, conservation area, tree works and discharge of conditions applications in accordance with up to date legislation and guidance, and in accordance with appropriate timescales.

The key responsibilities include:

1. Provide quality control checks and ensure adherence to guidance in the day to day administration of applications for building and planning approval and other matters dealt with by the section.
2. The validation of complex planning applications and competent persons schemes.
3. Calculation and collection of fees for applications.
4. Administration of the pre-application process for development management
5. Providing excellent customer service

We are looking for an enthusiastic and detail-oriented person who is readily able to take responsibility for the validation of planning and other applications within Sefton.

Experience of validation of complex planning applications, use of Planning and Building Control software together with knowledge of the planning and building control processes is essential.

You will be instrumental in driving strong performance and ensure that statutory obligations are fulfilled. This is a great opportunity to take up a dynamic role within a supportive team enabling the regeneration of Sefton.

Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.

Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Sunday 6th December 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates is **Thursday, 17th December 2026**

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.

Sefton Council | Planning Services

Appendix A – Job Description and Person Specification

Directorate:	Place	Location:	Magdalen House
Department:	Planning Services	Post No:	
Section:	Technical Support Team		
Post:	Senior Technical Support Officer (Applications)		
Grade:	F		

Responsible to: Technical Support Manager

Responsible for:

Job Purpose

To provide support to the service manager in the delivery of electronic systems support and to undertake clerical and technical duties within the section.

To implement data quality monitoring and procedures to ensure data integrity

Main Duties

1. To supervise technical staff, set and monitor their work programmes to ensure continuity of service within the section.

2. Provide quality control checks and ensure adherence to guidance in the day-to-day administration of applications for building and planning approval and other matters dealt with by the section.

3. To validate, where appropriate, applications for planning and competent persons schemes.

4. Provide information and advice, both written and verbal, on planning and building control matters. Assist in the processing of correspondence, reports and other documents.

5. Maintenance of databases, providing information to the Department, involving inputting details, generating documents and standard reports.

6. Assist in the development, support and maintenance of the division's electronic, monitoring and administration systems to ensure effective service delivery.

7. Provide excellent customer service by telephone and at the public reception facililty.

8. Provide data input and technical and administrative support in the planning and building regulations and land charges processes to ensure departmental service targets are met.

9. To administer pre-application process for development management.

10. Liaison with colleagues and external agencies to ensure the timely completion and submission of planning appeal documentation.

11. Maintain local land charge service including liaison with colleagues, solicitors and conveyancers to ensure the timely completion of land charge search requests.

12. Assist in the maintenance of the local land charges register.

13. Assist in the verification data, produce error logs and rectify issues in respect of data quality.

14. Provide general advice, both written and verbal, on the planning, building control and land charge matters.

Organisation Chart

See attached sheet

Qualifications And Experience

See person specification

Special Conditions

- The postholder must be aware of, and be able to observe, the confidentiality of aspects of the work.
- A high standard of customer care is required at all times.
- A flexible working time system is currently in operation.
- The postholder will be expected to attend training events relevant to the duties of the post

General

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

Sefton Council | Planning Services

Prepared by: Name Debbie Robinson

Designation Support Manager

Date August 2024

Person Specification

Senior Technical Support Officer (Applications)

Personal Attributes Required	Essential (E) or	Assessment Method
Qualifications		
Good standard of numeracy and literacy	E	C/A
European Computer Driving Licence/ CLAIT Level 2	D	C/A
NVQ Level 2 in Customer Care	D	C/A
Experience		
Previous experience of an office environment	E	A/I
Use of applications with Microsoft Office software	E	A/I
Relevant experience of working in a local authority planning, building control or land charges environment	E	A/I
Validation of complex planning and related applications	D	A/I
Knowledge/Skills/Ability		
1. Good understanding of planning and building legislation and processes.	E	A/I
2. Advanced use of planning, building control and land charge application software	E	A/I
3. Use of MapInfo/MapX/MapXtreme GIS software for data capture and interrogation	E	A/I
4. Ability to be flexible and learn new techniques	E	A/I
5. Excellent interpersonal and communication skills with a wide range of customers	E	A/I/T
6. Ability to work effectively as part of a team	E	A/I
7. Ability to work effectively on own initiative	E	A/I
8. Ability to produce detailed and accurate work within set deadlines	E	A/I/T

Special Requirements None		

Assessment Method Key: A: Application form, C: Certificate, I: Interview , T: Test