Job Description

JOB TITLE:	**P&BC Data Support Officer**
GRADE:	**F**
POST NUMBER:	**G040100145**
DIRECTORATE:	**Housing & Regeneration**
SERVICE:	**P&BC Digital & Data Unit, Planning & Building Control**
RESPONSIBLE TO:	**P&BC Data & Applications Lead**
RESPONSIBLE FOR:	N/A
	This post does not require a DBS check. **This post is not politically restricted** **This does not attract essential/casual car user/travel allowance**
JOB SUMMARY:	1. To provide a responsive and accurate data capture, entry and support service. 2. To develop efficient and effective data capture, data entry and data analysis processes, systems and activities to facilitate the efficient discharge of administrative, technical and professional demands for data and information in relation to Town Planning, Planning Compliance, Building Control, Street Name and Numbering and Local Land Charges.
ROLE REQUIREMENTS:	
1.	To be responsible for accurately inputting, updating and maintaining data in divisional databases and spreadsheets and providing any advice and support to staff as required.
2.	To assess whether work requests are valid and provide advice to the requestor on the way forward.
3.	To allocate valid work requests across the section and track progress on agreed data support tasks, updating any work records and performance trackers.
4.	To provide Planning, Building Control, Local Land Charge

		and Street Naming & Numbering information and data to the public and liaise and co-ordinate activities with other staff providing customer service advice to provide efficient and effective first-time resolution to queries.
	5.	Produce, keep ordered and develop reports, documents, spreadsheets and databases in agreed formats within agreed deadlines and guiding, advising and supporting the input on any relevant projects.
	6.	Participate in the development and implementation of data collection tools and procedure manuals on good data management and entry practice.
	7.	To proficiently use all IT systems required of the post including but not limited to Council databases, PowerBi, Electronic Document and Customer Relationship Management systems including Acolaid, Laserfiche, Idox, any successor products and any other software required to assist in the completion of duties.
	8.	Be proficient in the use of the Councils ArcGis system, or a successor, database for spatial capture of boundaries and associated consultation requirements related to applications.
	9.	Contribute to the provision of an efficient and effective support service by assisting other teams within the division as required.
	10.	Support the creation, cleansing, and verification of data, including conducting site visits when needed, to collect information across divisional systems, to ensure accuracy and completeness.
	11.	To analyse sets of data looking for trends and providing insights to support decision-making processes.
	12.	To research, assess, identify, collect and compile data from a variety of sources advising and working with staff across the division as required.
	13.	Develop and lead the maintenance of relevant databases, ensuring they are up-to-date, secure and backed up and protected against data loss, as instructed.
	14.	To troubleshoot databases looking for and resolving issues and implementing improvements.
	15.	Provide technical support to the division on data related tasks.

	16.	To respond effectively to all relevant enquiries from the Mayor, Councillor's and members of the public, external agencies and any internal callers via telephone, letter and email or in person, sensitively establishing client needs and how these may be best met, providing effective customer service, advice and dealing with issues where possible.
	17.	To maintain comprehensive and accurate records of data processes and changes to support actions ensuring all data handling activities comply with corporate policies and data protection regulations e.g. GDPR.
	18.	To help and guide from time-to-time junior staff and additional officer resources including, apprentices, Interns, work placements and other temporary resources that support the delivery of a Planning & BC service.
	19.	To undertake any practical work required to implement the sections adherence to and compliance with Data Protection Act (DPA) and the UK General Data Protection Regulations (GDPR), Information Governance-related Council Policy, including Data Retention, Data Protection, Data Handling and use of Social Media.
CORPORATE RESPONSIBILITIES		
	20.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
	21.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
	22.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
	23.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
	24.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
	25.	Adherence to the council's commitment to the health, safety and welfare at work policy Health and safety responsibilities include:

		Always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.
PEOPLE		
	26.	Identify opportunities to improve data management processes and contribute to the development of good practice across the sections work.
	27.	To ensure data integrity and consistency when entered into divisional systems by planning, organising and conducting regular data quality checks and reviewing whether it meets all current data standards and operational protocols.
SERVICE		
	28.	To prepare documents for audits and compliance reviews as requested.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	• **Data Management**: Understanding of data management principles, including data collection, storage, and analysis.	E	A/I/T
	• **Database Systems**: Familiarity with database systems and software used for data management.	E	A/I
	• **Regulatory Compliance**: Knowledge of relevant regulations and standards related to data protection and privacy.	D	A/I
	• **Industry-Specific Knowledge**: Understanding of the specific industry or sector the organization operates in, including key trends and challenges.	D	A/I
Qualifications & Experience	• **Analytical Skills**: Ability to analyse and interpret data to provide insights and support decision-making.	E	A/I
	• **Technical Proficiency**: Experience with data management software and tools, such as SQL, Excel, and other data analysis programs.	E	A/I
	• **Communication Skills**: Strong written and	E	A/I

	verbal communication skills to effectively convey data insights and collaborate with team members.		
	• **Problem-Solving Skills**: Ability to identify issues and develop solutions to improve data management processes.	E	A/I
	• **Attention to Detail**: High level of accuracy and attention to detail in data handling and reporting.	E	A/I
	• **Project Management**: Experience in managing projects, including planning, execution, and monitoring.	D	A/I
	• **Team Collaboration**: Ability to work effectively as part of a team and collaborate with colleagues across different departments.	E	A/I
Living the TOWER Values sets out the essential behaviours required of all staff.		**They are aligned to the organisation's five TOWER Values**	
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	I share information with others in a timely way, to deliver the best outcomes. I have an understanding of the work of other teams that they work with.	**E**	**A/I**
We are **OPEN** and transparent	I am approachable and make time for others.	**E**	**A/I**
We are **WILLING** to challenge,	I take accountability for delivering my own work and contributing to that of the team.	**E**	**A/I**

innovate and be accountable			
We empower each other to be **EXCELLENT** and go the extra mile	I work, within my area, without been asked or told to do so because I can explain the difference it has made.	**E**	**A/I**
We **RESPECT** all communities; they are the heart of everything we do	Is polite helpful and inclusive towards people from our diverse community.	**E**	**A/I**
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.	**E**	**A/I**