

JOB DESCRIPTION

ROLE TITLE	Technician
COMPANY	TerraQuest
DEPARTMENT	Delivery - Birmingham
REPORTS TO	Assistant Project Manager/Team Leader
DATE	15/11/2023

Role Summary

The Technician will be a member of the Delivery team, with responsibility for the execution of project tasks as directed by the Assistant Project Manager/Project Manager.

The Technician will be responsible for ensuring all allocated project tasks are completed to time and quality and in compliance of TerraQuest 's standards and systems.

The position will be as a member of a dedicated team, delivering specialist land and property service and projects in areas as diverse as processing planning applications to analysing processing and capturing ownership and occupation data, including spatial data using a geographic information system (GIS), and extensive communication and interaction with stakeholders from the general public, planning professionals and our clients. Technicians are also required to occasionally undertake visits to sites throughout the UK.

Role Responsibilities

- To analyse and verify information in relation to ownership and occupation of land and property.
- To capture graphical and/or textual information to specified quality levels and production rates as required.
- To undertake site based and office-based work as directed and record results of site visits accurately.
- Day to day liaison with team members, clients and interested parties.
- To deal with enquires from the general public and record all correspondences accurately.
- To produce plans and relevant documentation on request.
- To process planning application validations , checking all information received, against a fixed turn-around target and to make the decision as to whether the application is invalid or valid and, where necessary, negotiate amendments to application submissions by communicating with the applicant/agent via telephone, email, letter (referring to the Senior Planning Technician or Assistant Project Manager where necessary for guidance) .
- To be responsible for the quality of deliverables and completeness of updated project documentation and systems including Daily Production Logs, Quality Logs and customer business systems as directed .
- Maintaining attention to detail and a focus on accuracy at all times, often when undertaking repetitive tasks.
- Meeting production targets whilst continually meeting quality standards.

- Liaising with land /planning agents and members of the public and handling communication in a polite and professional manner at all times.
- Decision making on interpreting land and property or planning information, and escalating issues where necessary.
- Following formal work instructions and rule base logic to make decisions and to escalate appropriately.
- Decisions whether information is valid, accurate, up to date and compliant with standards and guidelines.
- To undertake complex analysis of land/planning information of a legal nature.
- Quality Control Rates – complete a number of recorded errors against acceptable level of quality rates.
- Productivity Rates – complete a number of tasks, cases or applications performed within a time period against specified target rates.
- To undertake any other tasks and duties within the scope and grade of the post.

Qualities and Skills required

Essential

- Bachelor's degree or equivalent relevant to the business .
- Exposure to/experience of Geographic Information Systems .
- The ability to organise own workload and be able to work autonomously.
- The ability to work to deadlines and within a team environment.
- Attention to accuracy and detail.
- Ability to read plans and maps.
- Basic understanding of geography.
- Proficiency in MS Office suite and use of internet
- Excellent verbal and written communication skills.
- Confident in dealing with difficult customers and achieving positive outcomes.
- A right first-time approach with focus on maintaining high productivity, efficiency and effectiveness.

Desirable

- 6 months work experience using Geographic Information Systems
- Experience of land ownership subject area and analysing title information held at HM Land Registry;
Or
- Experience of the planning applications subject area and experience working within Local Planning Authority

TerraQuest is an equal opportunity employer and is committed to creating a diverse and inclusive workplace where all employees are valued and respected.

This description reflects the core activities of the role but is not intended to be all-inclusive. Other duties within the group/department may be required in addition to changes in the emphasis of duties as required occasionally. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

Please apply for more information and please do not be put off if you do not have all of the experience and skills required. If you have the majority of skills and relevant experience, we would still like to hear from you!