



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Place and Economy
Post Title	Systems Operations Officer
Post Number	44641
Accountable to	Senior Addressing Officer and LLPG Custodian/Planning Services & Operations Manager
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	January 2026

Job Description - Principal purpose of job (role summary)

As Systems Operations Officer, you will provide an administrative service for the Development Management Team (including answering enquiries by phone, letter or email, and deciding the correct course of action) by performing the Council's statutory and other duties, ensuring that all administration procedures regarding the formal registration of planning applications submitted to the council are efficiently and accurately completed.

If required, you will support the Senior Addressing Officer and LLPG Custodian through effective and efficient use of all the planning systems as required. This will involve effectively deploying the systems needed to deliver outstanding planning and development, such as: Local Land and Property Gazetteer (LLPG) data service, and Street Naming and Numbering system.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Commitment to, and enthusiasm for planning, system administration and data and digital enabled improvement

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Effectively use core planning systems, such as: LLPG; Street Naming and Numbering; to be able to extract the correct information where required and disseminate such information accurately and succinctly as required to deliver an effective, compliant

planning system. Ensure that Street/House Naming and Numbering are correctly applied to domestic and business properties in Adur and Worthing according to Council Policy.
Ensure that all systems are used in line with legal, statutory and nonstatutory requirement/objectives, including monitoring and reporting as required.
Process queries within the agreed times frames, in a legal, process compliant, and efficient manner.
Answer all solicitors personal search requests for planning and building control documentation and answer enquiries from personal Search agencies within prescribed timescales.
Raise Purchase Orders, Invoices and refunds for payment for the Planning, Planning Policy and Land Charges departments, and raise purchase orders and invoices for Community Infrastructure Levy (CIL) payments and CIL grants against required timescales.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities.
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity More detail can be found in the Participation Skills & Competencies
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms) Anticipate new challenges & opportunities to be able to adapt to change around you
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other Prioritise the use of resources that helps us be financially and environmentally sustainable
Leadership	Be open to coaching approaches to support others in finding solutions to problems Role model the principles above to inspire others to demonstrate positive behaviours Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others

	Essential	Desirable
Qualifications		Qualification in system administration
Knowledge	Ability to effectively work with and manage data entry into an operational system. Appreciation of the legal nature of searches and demonstrates an attention to detail and accurate report writing	Technical/administrative general knowledge of the planning system and tools used to support it, and ability to use such tools (e.g. LLPG, Street naming etc)
Experience	Professional administrative experience. Basic Knowledge of IT systems, databases and Microsoft Office (including Word and Excel)	Previous Local Government planning experience. System administration and data input experience Experience with electronic document recording management systems (EDRMS) and Access
Communication	Excellent Communication And interpersonal skills	
Relationship Building	Ability to establish and maintain good relationships with colleagues, other departments and customers	
Analytical	Attention to detail and ability to accurately input and record data and to be agile across differing systems and databases	
Planning/ Organising	Methodical organisation of work to meet deadlines. Prioritisation of workload, use of own initiative	
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	