

Job Profile

Digital Planning Officer Grade E

JE ID Number

Date: 07/09/2026



About the Job

- The Digital Planner will support the modernisation of the local planning service by combining planning knowledge with digital, data and service improvement skills. The role will help deliver user-focused digital planning tools, improve planning data quality, streamline pre-application processes, and support officers, applicants and stakeholders to use digital systems effectively.

This is what we need you to do..

Special conditions

1. Support the delivery, testing and improvement of digital planning systems, including online application, validation, back-office and case management tools.
2. Representing the Council internally and externally on digital planning projects ensuring that the Council's interests are appropriately secured.
3. To assist with the implementation of changes in the Planning Service, bringing about significant improvements in the delivery of the planning service, ensuring an effective, high quality and customer focused service.
4. Work with planning officers, ICT, customer services, GIS, data teams, software suppliers and external partners to coordinate system changes and service improvements.
5. Prepare guidance, training materials and briefing notes to help colleagues adopt new systems and digital ways of working.
6. Promote inclusive, accessible and customer-focused digital services that meet the needs of different users.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of supporting a Local Planning Authority with Open Digital Planning project.
- Experience delivering digital projects, user testing, process mapping, data improvement or system implementation.
- Demonstrable experience of working with other people and within a team to secure good outcomes within tight timescales.

Knowledge, Skills and Understanding

- Knowledge and understanding of the principles of Open Digital Planning, the planning system, its legislative framework, and the decision-making process.
- Skills in the development of and implementation of new digital products and services – with particular reference to Open Digital products
- Evidence of effective analytical and problem-solving skills, with good attention to detail.
- Self-motivated and able to see tasks through to a successful conclusion, meeting and prioritising challenging deadlines whilst maintaining attention to detail.
- Contributing successfully to effective team working, in a calm and relaxed manner, with the ability to prioritise workloads to meet deadline.

Behavioural Attributes

Aligns with our Values and Behaviours ([Available here](#))

Expected to perform at level 1 of Gloucester City Council's Behaviours Framework

Education & Qualifications

Essential

- GCSEs (or equivalent), including Maths and English at grades A-C (or Level 4-9).
- NVQ Level 4 in a relevant field (e.g. Business, Coding, Planning, Administration) or equivalent experience.
- RTPI eligibility, project management qualification or relevant digital/data training.