

Designation:	Planning Support Officer
Grade:	Stroud 4
Responsible to:	Team Leader, Planning Support
Service Area:	Development Management
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- At least 5 GCSEs grades C or above including Maths and English Language or equivalent

EXPERIENCE

- Previous experience as an administrator with some supervisory responsibilities
- Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public
- Experience of financial processes

SKILLS & KNOWLEDGE

- Numeracy skills
- Good customer service skills
- Excellent written and verbal communication skills
- Excellent IT skills, including Word, Excel and Powerpoint.
- Attention to detail, accuracy and proof reading skills
- Strong organisational skills and that ability to multi task.

PERSONAL ATTRIBUTES

- Able to work calmly and effectively under pressure and in challenging circumstances
- Professional manner in dealing with colleagues and the public
- A 'can do' attitude, showing initiative.
- Ability to manage own time and workload.
- Ability to research and problem solve.

DESIRABLE CRITERIA

QUALIFICATIONS

- Relevant professional qualification

EXPERIENCE

- Experience working for a local planning authority, preferably in development management

SKILLS & KNOWLEDGE

- Experience of using Idox and Uniform software

OTHER

- Appreciation of the importance of health and safety

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs

of the service.