

<b>Designation:</b>	<b>Local Plan Programme Officer</b>
<b>Grade:</b>	<b>Stroud 4</b>
<b>Responsible to:</b>	<b>Inspector/Interim Planning Strategy Manager</b>
<b>Service Area:</b>	<b>Planning Strategy</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Relevant administration/ IT qualifications
- Minimum of 5 GCSE's (inc. Maths & English) or equivalent, or extensive experience in administrative role

### EXPERIENCE

- Experience of administration.
- Experience of organising / programme management.
- Experience of dealing with members of the public

### SKILLS & KNOWLEDGE

- Good general education or equivalent experience
- Excellent communication skills both verbal and written
- Excellent organisational skills and a good understanding of administrative processes and systems
- Ability to use a range of IT software including MS Office (Word, Excel)

### PERSONAL ATTRIBUTES

- Friendly and approachable
- Committed to providing excellent customer focused service
- Positive approach to problem solving
- Willingness/ability to work on own initiative, maintaining high levels of integrity and discretion
- Ability to prioritise workloads and to work efficiently with minimum supervision
- Willingness to undertake flexible working arrangements to meet service and project requirements
- Ability to respond to queries and complaints with confidence and calm authority

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Educated to degree or equivalent standard
- Training in programme management / organisational skills
- Local Plan programme officer training (or equivalent)

### EXPERIENCE

- Experience of being a programme officer for an examination

### SKILLS & KNOWLEDGE

- Knowledge and understanding of local plan/development plan examinations/inquires and associated procedures
- Knowledge of local authority functions and procedures

## 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 Focus**

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, inline 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.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.