

Designation:	Planning Support Assistant
Grade:	Stroud 2
Hours:	37 hours
Location:	Planning Service
Job Purpose:	To provide administrative support for the Planning Service
Responsible to:	Team Leader Planning Support
Responsible for:	No supervisory responsibilities

KEY DUTIES

- Inputting electronic data and double-checking details submitted
- Scanning, idoxing/electronic filing and redacting documents
- Case creation of all types of application
- To be flexible in taking on other appropriate duties when required
- To assist members of the public both by telephone and face to face with general enquiries regarding the Planning Service

SKILLS AND KNOWLEDGE

- Excellent communication skills
- Understanding of administrative processes and systems
- Excellent IT skills, including use of MS Office software and Document Management systems
- Ability to manage own time and workload
- Excellent Customer Service skills.

COMPLEXITY AND CREATIVITY

- Respond promptly and politely to queries
- Fostering a culture of excellence, collaboration and positive enthusiasm within the team
- Diplomacy

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to Planning Support Manager.

CONTACTS

- Members of staff
- Suppliers
- Members of the Public
- Applicants and Agents
- Town and Parish Councils

RESOURCES

TRAVEL DESIGNATION

- n/a

GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.