

Planning Administration Assistant
Advanced Apprentice



Job Description

Post	Planning Administration Assistant	Department	Planning
Salary Grade	Level 3 - £14,856 (£7.70 p/hr)		
Hours	37 per week	Location	Pippbrook, Dorking
Reports to	Planning Support Manager		
Post Objective			
<ul style="list-style-type: none"> To provide efficient and effective administrative support to the service. To learn about how the Council and service operates and contribute to the day to day administrative work of the team. To engage in and complete a programme of work, study and training designed to develop the skills and abilities of the apprentice to achieve an Advanced (Level 3) diploma in Business Administration. 			
Main Duties			
<ul style="list-style-type: none"> To manage queries and information from internal and external customers efficiently and effectively via email, telephone, social media and face to face. To undertake general administrative duties across the department including incoming and outgoing post, monitoring of email inboxes, uploading, redaction and categorisation of letters of representation and responses from consultees. To support the process of the receipt of planning applications through numbering applications, banking fees and making up electronic planning application files including redacting and categorising documentation for internal and external users. To maintain an accurate record of all Building Control applications for use by the Local Land Charges Department. To manage own time effectively using a range of skills and techniques (diary management, timetabling, priority setting etc.). To communicate effectively with members of the team, listening actively to instructions and asking questions where necessary. To ensure confidentiality is a priority in all work activities. To provide high levels of customer service at all times, taking time to listen actively to customers and explain clearly the reasons for any action taken. To undertake a course of studies and develop a broad range of skills within the requirements of the service to achieve a nationally recognised Apprenticeship or another qualification. To develop a working knowledge of Mole Valley District County Council' policies and procedures and your responsibilities within these. Through personal example promote the values and behaviours (including equalities) that underpin the organisational strategy of the District Council. Carry out such duties as may be required by your manager as appropriate to the post. To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Quality Policy. Health and Safety – to work in accordance with the Council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures. 			

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Person Specification



Essential	
Experience and Knowledge	<ul style="list-style-type: none"> • Able to demonstrate knowledge and understanding of the administration skills required in a work environment. • Able to demonstrate an appreciation and understanding of good customer engagement. • Understanding the skills required to support project work, including organisational, time management and communication skills.
Education and Qualifications	<ul style="list-style-type: none"> • A Level 2 competency or functional skills qualification in both Maths and English (e.g. GCSE grade 7 - 4 / A to C), or other suitable qualification must be achieved or have been achieved. • Willingness and competence to undertake an Advanced Apprenticeship Level 3.
Skills	<ul style="list-style-type: none"> • IT literate - able to use information, communication and office technology. • Understanding of various social media platforms. • Able to evaluate and plan work effectively. Taking informed and well-reasoned decisions. • Able to produce accurate work in a timely manner. • Able to follow instructions accurately and effectively. • Able to demonstrate good interpersonal skills and ability to sustain effective working relationships, working confidently with others and adapting to different contexts appropriately. • Able to listen and take account of different views. • Able to think creatively by generating and exploring ideas, working effectively with others to find solutions. • Willingness to learn and motivation to undertake a course of study while working.
Special Aptitudes	<ul style="list-style-type: none"> • Demonstrates a growth mindset. • Self motivated. • Ability to work under own initiative, taking personal responsibility with a commitment to learning and self improvement. • Demonstrates reliability, commitment and punctuality.

Employee Signature		Date	
Manager's Signature		Date	
Job Description Template updated July 2019			