



Job Description

Service:	Development
Job title:	Development Management – Senior Administrative Assistant
Grade:	C
Hours of work:	37 hours/week
Responsible to:	Development Management Admin Team Leader
Responsible for	
Direct reports:	No members of staff
Indirect reports:	No members of staff
Budget:	No budget responsibility

Purpose of Post:

To provide quality and senior administrative support to the Development Management and Strategic Developments teams with special reference to providing a quality customer interface, and the administrative processing of planning and related applications and appeals.

Key Deliverables:

1. To provide the full range of administrative support to the Development Management and Strategic Developments Teams, including the management of information both electronically and on paper.
2. Registration of Major and complex planning applications (This may include plotting of information, collection of data, the validation of applications, data inputting, scanning of documents, sub-division of documents, making up of files and the indexing of electronic data including plans and documents, production of weekly list and Press Notice).
3. Carrying out notifications and consultations on applications.
4. Processing planning decisions (this may include production and dispatch of documents, the updating of computer records, scanning of documents).
5. Creation and management of Preliminary Enquiries which follow a similar course to planning applications.
6. Registration and processing of major and complex planning appeals. This includes management and collation of electronic documents, some data inputting and liaison with The Planning Inspectorate, the Case Officer and other interested parties.
7. Advising members of the public and other customers of the service regarding the operations of the Development Management Team.
8. Taking electronic fee payments over the phone. Arranging and processing fee refunds as appropriate. Searching for missing payments on the Capita system.
9. To effectively deal with telephone and e-mail enquiries, and enquiries in person, regarding the operations of the Development Management and Strategic Developments Teams. Send out reminders for renewal of temporary planning permissions.
10. Processing of decision notices including scanning and electronic filing. Boxing up of determined files to be scanned.
11. Assisting the Planning Enforcement Team in terms of file and diary management, including the preparation and assembly of information to raise new complaint records, the management of incoming mail, the control of historic records, and the collation of performance monitoring information. The preparation of documentation relating to appeals, Ombudsman complaints, Freedom of Information Act requests, etc.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

Knowledge and Qualifications

The minimum knowledge required to undertake this role and any qualifications or training essential for the role

(E) Essential

(D) Desirable

Essential:

5 GCSEs (Grade C or above including Maths and English)

Sound knowledge of office practice and administrative procedures.

Knowledge and experience of word processing and computer software such as MS Word, MS Excel and MS Outlook.

Desirable:

Computing qualifications such as ECDL or similar.

Knowledge of Uniform database system and Information@work (Anite) document management system.

Knowledge and basic understanding of the work of the Planning Division, the General Permitted Development Order and planning processes.

Experience

Experience the person would need to do the job

(E) Essential

(D) Desirable

Essential:

Experience of working within a planning department.

Relevant work experience involving both team and independent working, support to a team and dealing with difficult customers.

Desirable:

Previously worked with Uniform.

Previously used Planning legislation within a workplace environment.

Skills and Abilities

Specific skills the applicant would need to do the job

(E) Essential


Essential:

Very good communication skills, tact, understanding and diplomacy and the ability to manage conflict and difficult situations, and deliver difficult messages.

<p>(D) Desirable</p>	<p>An ability to read and interpret forms, plans and maps.</p> <p>Ability to work as part of a team and to work with minimum supervision, prioritising a workload on own initiative.</p> <p>Productive yet accurate.</p> <p>Ability to work within procedural parameters.</p> <p>Ability to pick up new processes, procedures and computer packages quickly.</p> <p>Good problem solving abilities.</p> <p>High standard of literacy and numeracy.</p> <p>Delivers what they have agreed with the customer.</p> <p>Desirable:</p> <p>Ability to analyse and determine specific aspects of planning legislation.</p>
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Workload decisions must be made as to urgency, relevance, level of assistance required and indeed whether planning is the correct department to deal with the enquiry.</p> <p>Makes and communicates clear decisions</p> <p>Makes effective decisions under time pressure</p> <p>Takes responsibility for the outcomes and impact of their decisions</p> <p>Incorporates a range of views when making their decisions</p> <p>Considers all relevant data when making decisions</p> <p>Considers diversity issues when making decisions</p> <p>Demonstrates confidence in their position</p>

	<p>Is aware of own emotions and manages them for maximum influence during negotiations</p> <p>Balances the need for immediate wins with the requirement for long-term successful relationships</p> <p>Explains and clarifies objectives</p> <p>Establishes clear actions and timeframes with deadlines and milestones when planning tasks</p> <p>Ensures the effective and efficient use of time and resources</p> <p>Identifies what is required before each task can be begun or completed</p> <p>Monitors task progress against the plan and acts accordingly</p> <p>Revisits their decisions when presented with new information</p> <p>Re-prioritises appropriately when faced with a change in requirements</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Is credible and confident when presenting and communicating</p> <p>Develops and maintains productive relationships with internal and external customers</p> <p>Explores the customer's situation with them to develop a fuller understanding of the underlying need</p> <p>Delivers what they have agreed with the customer</p> <p>Advocates customer satisfaction as a key value for themselves and the council</p> <p>Deals effectively with dissatisfied customers</p> <p>Customer Base:</p>

	<p>Internal - Staff in Planning and throughout HDC.</p> <p>External - Councillors, Applicants, Agents, the General Public and other public agencies.</p> <p>Internal customer contact 60%</p> <p>External customer contact 40%</p>
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Essential:</p> <p>A Planning Department is a challenging environment, on a daily basis a new challenge is likely to be faced and as such creative thinking is essential.</p> <p>The role entails a reasonable degree of independent working, with a necessity for individual workload management and prioritisation.</p> <p>Team work is key to providing a support role. Interaction with members of the team in respect of deadlines, time constraints and workload management is essential to achieving this.</p> <p>Identifies opportunities to make the organisation more competitive, efficient and profitable</p> <p>Is prepared to adapt their approach to overcome obstacles</p> <p>Responds constructively to a change in agenda or priorities</p> <p>Revisits their decisions when presented with new information</p> <p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</p> <p>Re-prioritises appropriately when faced with a change in requirements</p> <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members</p>

	<p>Challenges the status quo: suggests new approaches to old problems</p> <p>Promotes and demonstrates continual improvement</p> <p>Generates new ideas and creative solutions</p> <p>Applies existing methods in new ways or new situations</p> <p>Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge</p> <p>Seeks new ideas.</p> <p>Finds ways to turn their own or others' ideas into action</p> <p>Shares innovative practice with others</p> <p>Is prepared to adapt their approach to overcome obstacles</p> <p>Responds constructively to a change in agenda or priorities</p> <p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</p>
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p>



	<p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.