

# Role Profile and Specification - Planning Assistant

<b>Service Area</b>	<b>Planning</b>
<b>Role Title</b>	Planning Assistant
<b>Location</b>	Oxted/Agile
<b>Reports to</b>	Planning Development Manager
<b>Salary/Grade</b>	Grade 2
<b>Duration/Hours</b>	Permanent 37 hrs per week

## Service Area Purpose

This role will sit within the Planning Development Management team, which is responsible for principally dealing with planning applications, planning appeals, tree work applications and enforcement.

## Job Purpose

To process a caseload of applications and appeals, plus some element of research, problem solving, and task-based work on complex cases. To provide an efficient and effective response to customers and to undertake site visits when required.

## Key Objectives

### Working with customers

Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes.

### Working with colleagues

To work with colleagues to support the development management process and the timely output of decisions.

## Specific Responsibilities

- Providing support to the development management team in all areas of its work including planning applications, appeals and enforcement. This will involve managing a caseload of applications and appeals, plus some element of research, problem solving, and task-based work on complex cases.

- Managing (through training and development if required) a caseload of householder applications, lawful development certificates discharging planning conditions and other similar types of applications.
- To maintain professional competence by assimilating knowledge of new legislation and guidance relating to the enforcement of planning controls and other planning matters.
- To update customers and councillors in accordance with Council policies, procedures and targets to maintain a high level of customer service.
- To undertake any additional duties of a similar level of responsibility as may be required from time to time.

## Person specification

### Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> <li>• Good standard of general education required, including Maths and English and/or equivalent experience.</li> <li>• Full driving licence and use of a car.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in Planning or other related discipline.</li> <li>• Membership of, or working towards/ willingness to work towards, membership of the Royal Town Planning Institute (RTPI).</li> </ul>

### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Ability to problem solve, present information and make decisions.</li> <li>• Ability to work collaboratively and as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Academic and/or practical planning experience.</li> <li>• Experience of customer facing work.</li> <li>• Experience of working with or developing digital platforms.</li> <li>• Knowledge of planning law.</li> </ul>

### Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> <li>• A good understanding of the role and purpose of the British town planning system.</li> <li>• Proactive with commitment to provision of excellent customer service.</li> <li>• Good written skills.</li> <li>• Ability to communicate effectively.</li> <li>• Ability to think innovatively and practically.</li> </ul>	<ul style="list-style-type: none"> <li>• Good basic report writing skills.</li> <li>• Some knowledge of Council services, systems and procedures.</li> <li>• Experience of working within a planning department within a Local Authority.</li> </ul>

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| <ul style="list-style-type: none"><li>• Commitment to the provision of excellent customer service.</li><li>• Enthusiasm, and a desire to learn and develop new skills.</li><li>• Awareness of the need for accuracy and attention to detail.</li><li>• Well organised and methodical.</li><li>• Ability to work on own initiative.</li><li>• Resourceful and flexible in approach.</li><li>• Proficient in MS Office.</li><li>• Understanding of the broad requirements of the data protection principles (GDPR).</li><li>• A commitment to equality and diversity.</li></ul> |  |
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