

Administration Assistant

Salary £16,857 – £20,414 per annum, pro rata (Scale 4)

Part-time Job Share – 18.5 hours per week

Permanent

Planning and Building Service

Based in Andover

This is an ideal opportunity if you are interested in pursuing an office career, to gain valuable experience providing administrative support to officers in the Planning and Building Service. This is a varied and busy role involving:

- The use of a variety of software packages to produce a wide range of documentation associated with planning applications, including letters, site notices and decisions notices;
- Validation and registration of pre-applications, tree applications, discharge of condition applications, and non-material amendment applications;
- Insertion and redacting of documents into our document management system.

You will be working to tight deadlines and dealing with members of the public on a daily basis.

As well as having 5 GCSEs (or equivalent) (A-C), you must have excellent IT skills. You will also possess the following attributes:

- Good communication and customer service skills
- Methodical and adaptable in both your attitude and approach to work
- Enthusiastic, self motivated and reliable, with the ability to organise and manage a diverse workload and work quickly and accurately.

In return you will receive a competitive salary, exceptional terms and conditions including a minimum of 24 days holiday, plus time for bank holidays, and the option to join the pension scheme.

If you think you match this profile and would like an informal discussion please contact Sue Adams, Senior Administration Officer, on 01264 368167 or email planning@testvalley.gov.uk

For more information or an application form you can visit our [website](#). Alternatively you can contact our Human Resources Team on, 01264 368106 or email jobs@testvalley.gov.uk

Closing date- Friday 15th June 2018.

COMMITTED TO EQUALITY OF OPPORTUNITY IN EMPLOYMENT AND SERVICES



Job Description & Person Specification

Job Title:	Administration Assistant (Job share – 18.5 hrs pw)	Job Reference:	50361210
Service:	Planning and Building Service		
Location:	Beech Hurst	Grade:	4
Reports to:	Senior Administration Officer		
Date:	May 2018		

Our Values: We expect all of our employees to live by and demonstrate the Council’s five key values of:

Accountability, Ambition, Empowerment, Integrity, Inclusiveness.

Main job purpose

To provide administrative support and customer service to all sections of the Planning and Building Service.

Main responsibilities and duties

1. Prepare application files for processing by folding, stamping and collating plans and forms both on initial submission and on later amendment. Insertion and redacting of documents into and updating of document management system (IDOX). Operate integrated office application system (UNiform) to produce a wide range of associated documentation including neighbour notification, acknowledgement, site notices, consultations etc
2. Prepare decision notices (planning, discharge of conditions, withdrawals, closed as invalid). Check data provided matches system, printing off decision, stamping, collating and copying associated with the issue of decisions to relevant parties to meet specific deadlines.
3. Validation and registration of pre-applications, tree applications, discharge of condition applications, and non-material amendment applications. Communicating any deficiencies to applicant/agent and guiding them as to what is required to complete the application for registration purposes.
4. Using a variety of software packages: produce acknowledgement letters, committee notification letters, planning case officer load list, produce weekly list of planning applications and collate information to produce press notices for publication in local newspapers to meet specific deadlines.

5. Provision of customer information services, including researching history, collating information, and giving advice and guidance on planning issues and procedures. Operate integrated office application TLC to respond to local land charge searches.
6. Provision of a range of administrative support duties to planning and other officers including: photocopying, post duties, scanning and indexing, filing, maintenance of equipment and assistance to Customer Services Unit.

To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

Supervision and management

The Senior Administration Officer is responsible for the day to day supervision of this post, including carrying out appraisals, 1:1 meetings and sickness return/review meetings, as well as authorising leave requests.

The Support Team Leader has overall management responsibility of this post.

Resources

Not applicable.

Contacts and relationships

Sue Adams, Senior Administration Officer, tel: 01264 368167

Lindsey Duffield, Support Team Leader, tel: 01264 368221

Working environment

- This is an office based role.
- Contact with the public with minimal risk of challenge or abusive behaviour.
- The post requires a minimal amount of walking, standing, bending, carrying and lifting throughout the day.

CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	ESSENTIAL DESIRABLE
Educational and professional qualifications	
5 GCSE passes at A-C levels or equivalent, including English & Maths.	Essential
Knowledge	
Working knowledge of Planning/Tree application procedures and practices.	Desirable
Experience	
Recent relevant experience in an office including experience of working with customers face to face and over the telephone. Experience of working in a Planning environment and for Local Government.	Essential Desirable
Key skills	
Good oral and written communication skills. Proven IT skills using windows based systems, including MS Office applications. Customer care and interpersonal skills. Able to accurately read and interpret Ordnance Survey maps and architectural drawings.	Essential Essential Essential Desirable
Personal qualities and behaviours	
Ability to work flexibly and manage a diverse range of tasks. Reliable and able to work under pressure, meeting deadlines with high level of accuracy. Ability to be methodical, organise personal workload effectively and make decisions in progressing own work in line with agreed procedures.	Essential Essential Essential

Ability to work as part of a team to achieve a common goal quickly and effectively.	Essential
Enthusiastic and self-motivated.	Essential
Other Factors	
This is a job share post, working 18.5 hours per week, on Wednesday pm, Thursday and Friday.	
Corporate Responsibilities	
All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:	
Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.	
All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.	
Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.	
Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.	
Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.	
Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.	
Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.	
Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.	