



Craven District Council

Planning Support

Job title: **Apprentice – Planning Administrative Support**
Grade: **Apprentice**
Reports to: **LLC /Technical Support Manager**
Responsible for: **Planning and Regeneration**

Principal Duties and Responsibilities

1. The day to day support and administration of Development Management incl. Trees and Enforcement. Supporting the Local Land Charges services.
2. Process all incoming post and take outgoing mail to the central post room along with daily cheques for the Councils Finance department.
3. Deal with any returned neighbour notification letter.
4. Manage the Local Land Charges telephone line and book personal search appointments.
5. Collate any incoming electronic planning applications submissions.
6. Create records for any postal planning applications.
7. Register any applications for tree works and liaise with the Councils Tree Officer regarding validation and processing decisions.
8. Produce and circulate the weekly list of planning application and appeal information on a rota basis.
9. Process general enquiries for planning, enforcement and trees in a timely manner.
10. Deal with request from Solicitors for planning decision notices.
11. Process incoming planning comments on a rota basis.
12. To scan and index all completed planning files including appeals.
13. Registering of new Local Land Charges entries.
14. Monitor department stationary requirements including the ordering of paper and toner for the large format printer.
15. Organise your individual workload to ensure tasks and processes are carried out effectively and efficiently within statutory time limits.
16. To attend staff meetings, training and events as required.
17. To undertake other duties which may arise or may be delegated from time to time, which are broadly consistent with the general functions and grading of this post
18. To liaise with other sections within the Council and outside agencies as appropriate to ensure the effective day to day operation of taxation and benefits work.
19. Council policies – The post-holder must carry out duties with full regard to the Council's current policies.

Person Specification

Apprentice – Planning Administrative Support

Knowledge/Qualifications / Training	Essential	Desirable	Verified by
GCSE or equivalent in English and Mathematics	✓		Application form / certificate
Demonstrable evidence of continuous development		✓	Application form / certificate
Skills and Abilities	Essential	Desirable	Verified by
Excellent communication skills – written and oral, including the ability to deal with members of the public and compose letters.	✓		Application form / interview
Ability to use initiative and solve problems	✓		Application form / interview
Ability to maintain confidentiality of records and ensure security of data	✓		Application form / interview
Ability to organise and prioritise own workload to meet needs of the team and ensure all deadlines met	✓		Application form / interview
Ability to interpret and action legislation	✓		Application form / interview
Full commitment to a high level of customer service, both internally and externally	✓		Application form / interview
Ability to work collaboratively and act for the benefit of the organisation	✓		Application form / interview
Experience	Essential	Desirable	Verified by
Office-based work experience		✓	Application form / interview
Experience of working with customers		✓	Application form / interview
Good working knowledge of Microsoft Office	✓		Application form / interview

The job description is not a definitive list of tasks. It is designed to give an overall view of the job. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.