**Job Capsule Supplementary Information: Planning Assistant**

**This supplementary information for *Planning Assistant* is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family Environment Job Zone 2, Level 2 Camden Way Category: 2**

**Role Purpose:**

To ensure the provision of a responsive, high performing and high quality Development Management Service taking personal responsibility for various administrative tasks as required, including logging of correspondence, banking/invoicing, validation of applications and appeals administration.

**Example outcomes or objectives that this role will deliver:**

* The post holder will be responsible for logging correspondence, the handling of the appeals administrative process and tasks relating to banking and invoicing
* The post-holder will take responsibility for validating various types of applications where required
* Ensure that customers receive a high level of customer service
* Effective negotiation, stakeholder involvement and conflict resolution to ensure high quality and innovative outcomes that reflect Council wide objectives and policies.
* To seek to ensure that all reports, correspondence, written and telephone enquiries and complaints are dealt with within target response times and that quality and content meet required standards

**Relationships;**

* Reports to the resource manager. Mainly working with colleagues within the organisation, but also with planning agents, developers and applicants; with residents/amenity groups and elected members.

**Work Environment:**

Predominantly office based with external meetings and site visits. Willingness to work outside normal office hours essential.

**Technical Knowledge and Experience:**

* Excellence in customer care and understanding of the role of local government in supporting residents through high quality services
* Some experience or interest in (can include work experience) of working within Development Management in a local authority environment.
* Ability to communicate effectively, verbally, in person and in writing
* Ability to work within a team to deliver effective services
* Basic understanding of current and draft planning legislation at local, London regional and national levels.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**