**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**

**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.

**The Camden Way**

There are five key Ways of Working at Camden (required category levels indicated in brackets)

* Deliver for the people of Camden (2)
* Work as one team (2)
* Take pride in getting it right (2)
* Find better ways (2)
* Take a lead (2)

These ways of working can now be translated as being “The Camden Way”. The Post Holder will be expected to understand The Camden Way and this represents a step-change in the way we work at Camden. Resources will be focussed on achieving those outcomes which are outlined in the Camden Plan. The Camden Way will involve a reduction in the layers of management, with greater decision-making occurring at operational level.

**Structure Chart – please insert or attach an up to date structure chart showing this role**