**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**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To ensure the provision of a responsive, high performing and high quality Development Management Service taking personal responsibility for logging and directing correspondence received by the Council; responding to queries; logging planning applications, tree applications and enforcement cases; mailbox management; appeal administration; as well as other administrative tasks within the service as required.

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

* to ensure that all logging of correspondence in relation to planning applications, appeals and enforcement investigations are dealt with in a timely manner
* to ensure that all correspondence and information made publicly available on the Council’s website complies with the department’s privacy statement and the GDPR
* to ensure that customers receive excellent customer service
* to seek to ensure that all correspondence, written and telephone enquiries are dealt with within target response times and that quality and content meet required standards
* to support colleagues within the technical team to deal with peaks in workload
* to support the planning appeals function to ensure all deadlines are met
* to contribute innovatively to key digital projects and development of digital tools to improve efficiency in the planning process.

**Relationships;**

* Reports to the Planning Improvement and Support Manager (line manager)
* Partnership working with other services within the council, developers and applicants, residents/amenity groups and elected members

**Work Environment:**

Right now we are mainly working from home and will provide flexible working arrangements to suit your circumstances on an ongoing basis. You will be required to undertake external meetings and site visits once it is safe to do so. Willingness to work outside normal office hours on occasion is essential.

**Technical Knowledge and Experience:**

* Excellence in customer care and understanding of the role of local government in supporting residents through high quality services
* Interest in working within Development Management
* Ability to communicate effectively, verbally, in person and in writing
* Ability to work within a team to deliver effective services
* An interest in understanding current and draft planning legislation at local, London regional and national levels.
* An interest in technology and data science (desirable)

**Camden Way**

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://lbcamden.sharepoint.com/sites/intranet/HR/Pages/The-Camden-Way-for-teams.aspx>