



## Job Description

Service:	Planning Services
Job title:	Business Admin Apprentice (Planning Team)
Grade:	C
Hours of work:	37
Responsible to:	Implementation Team Leader
Responsible for:	No members of staff
Direct reports:	N/a
Indirect reports:	0
Budget:	N/a

### **Purpose of Post:**

To provide support to the Planning service, in particular to support the Implementation team with all aspects of monitoring, maintaining and delivering developer obligations, both financial and non-financial, within the Council's agreed software systems, and other administration and project delivery requirements.

Being an initial point of contact for customers with enquiries relating to developer contributions (Community Infrastructure Levy (CIL) and Section 106) and service office management support.

As a key part of the Huntingdonshire District Council Planning Services, to provide efficient and effective business support to the Implementation Team, and other teams when needed, to enable the delivering of our ambitious growth and delivery plans.

## Key Deliverables:

Main duties and responsibilities are:


1. Providing administrative support to the Implementation Team in particular, across a wide variety of activities including developer contributions monitoring.
2. Process developer contribution paid applications, assessing current live and discharge position, with oversight from senior officers more complex matters.
3. Review quarterly with customers / partners site commencement and completion updates, assess impact on obligation within S106 legal agreements and work with relevant officers/departments to action matters reaching or nearing trigger points, recording details on the relevant software system.
4. Input new legal agreements onto the Council's monitoring system and make amendments to existing computer records when notified of changes in circumstances.
5. Act as the central contact point with customers on any queries and respond by email within accepted timeframes or forward to appropriate specialists to respond where appropriate.
6. Supporting the running of the CIL Charging Authority function, including the review and measuring of plans to assess liability levels.
7. Give general advice on developer contribution (CIL and S106) matters to members of the public over the telephone and via email, and support specialists within the team on queries they must manage.
8. Developing and maintaining good working relationships with colleagues within the Section, across the District Council, and with external agencies as appropriate.
9. Assisting in the preparation and presentation of statistics, reports and other documentation as required.
10. Undertaking project work as required.
11. To be responsible for managing their workload; identifying priorities; maintaining statistics; keeping accurate written and electronic records; writing reports and replying to correspondence.
12. To carry out all duties with full regard to responsibilities held under the Health and Safety legislation and the Council's Health and Safety policy.
13. To carry out any other duties on request that are commensurate with the post.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable to respond to other duties that may be required from time to time and the changes and developments within the Implementation team and wider Planning Service.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Ability to use IT systems (Word and Excel in particular)</li> <li>• Good oral and written communication skills</li> <li>• Good interpersonal skills</li> <li>• Understanding of confidentiality and data protection</li> <li>• A Levels or equivalent. (incl. English and Maths)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Good negotiating skills.</li> <li>• Knowledge of advice and support services likely to be relevant to the Service's customers.</li> <li>• Educated to A' Level standard or equivalent.</li> </ul>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Strong customer focus</li> <li>• Prioritising/managing conflicting demands</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of dealing with members of the public, including over the telephone and face to face.</li> <li>• Experience of dealing with people facing difficult circumstances who may be distressed.</li> <li>• Experience of working in housing or a related environment.</li> </ul>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Clear and concise written and spoken communication skills</li> <li>• Ability to present written information in a structured and balanced way</li> </ul>

	<p>appropriate to the needs of the reader.</p> <ul style="list-style-type: none"> <li>• Enthusiastic and positive attitude</li> <li>• Commitment to customer care</li> <li>• Commitment to best practice</li> <li>• Ability to work well in a team</li> <li>• Ability to respond and be re-active to shifting priorities at short notice</li> <li>• Ability to demonstrate a caring and empathetic attitude whilst maintaining professionalism.</li> <li>• Positive attitude to professional and personal development</li> <li>• Professional appearance and manner</li> <li>• Solid literacy and numerical skills</li> <li>• Ability to follow instruction but also use initiative and work independently where required</li> <li>• Attention to detail</li> <li>• Problem solving and research skills</li> <li>• Good interpersonal skills, displaying tact and discretion</li> <li>• Adaptable and flexible</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Ability to negotiate to achieve positive outcomes.</li> <li>• Knowledge of Council procedures</li> </ul>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>The post holder will be required to apply learnt knowledge on legislation and Council Policy to the circumstances of customers, so that they can give reasoned and appropriate advice to help resolve their housing difficulties.</p> <p>An awareness of safeguarding issues is an important consideration when analysing information and making decisions and so any decisions reached must therefore have due regard to the Council's safeguarding policies and practices.</p>

<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• Delivers what they have agreed with colleagues and with customers.</li> <li>• Develops and maintains productive relationships with internal and external customers</li> <li>• Seeks to understand the underlying need when being assigned work/asks questions</li> <li>• Takes action to exceed customer expectations where possible.</li> <li>• Is aware of own emotions and manages them for maximum influence during contacts with customers, colleagues and partner agencies.</li> <li>• Advocates customer satisfaction as a key value for themselves, the team and the council.</li> <li>• Deals effectively with dissatisfied customers.</li> <li>• Seeks to exceed customer expectations</li> <li>• Friendly, approachable, and polite, but able to be assertive when required.</li> </ul> <ul style="list-style-type: none"> <li>• Internal customer contact 60%</li> <li>• External customer contact 40%</li> </ul>
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• Is prepared to adapt their approach to overcome obstacles.</li> <li>• Responds constructively to a change in agenda or priorities.</li> <li>• Revisits their decisions when presented with new information.</li> <li>• Re-prioritises appropriately when faced with a change in requirements</li> <li>• Ensures the effective and efficient use of time and resources</li> <li>• Able to schedule tasks to ensure deadlines are met</li> <li>• Ability to deal with a wide variety of people and to deliver activity through others</li> <li>• Ability to work on own initiative as well as contribute within a team</li> </ul>

	<ul style="list-style-type: none"> <li>• Observes strict confidentiality</li> <li>• Desire to learn and gain experience</li> </ul>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

**Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.