

TENDRING DISTRICT COUNCIL

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| ROLE DESCRIPTION |
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Department: Planning **Post Nos:** 50001004
Job Title **Planning Business
Apprentice** **Grade:** Apprenticeship
Reports to: Planning Business Team
Leader

1 Main Purpose of the Role

The post holder may be primarily assigned to the Planning Business team however they will be expected to work flexibly across the Department as required.

To provide support and administration functions across the assigned team in order to deliver an efficient and effective customer focused service that meets the statutory responsibilities of the Council and helps to achieve the objectives set out in the development, service and corporate plans.

To contribute to the improvement of service delivery to provide a proactive, constructive and customer focussed service.

2 Principal Activities

2.1 To provide an efficient and effective business and administration service to the department which may include, but is not exclusive to:

- Undertaking or assisting with administration & corporate functions in support of the department.
- Providing an appropriate level of planning advice to internal and external customers
- Maintaining written and electronic statutory and departmental registers and records.
- To process and input data to department and statutory records, systems, and report to set deadlines.
- To respond and assist with face to face, written, telephone and emailed enquiries from other departments, councillors, service users and the public.

The Complexity of work assigned to the post holder will be determined by their level of experience.

2.2 To implement and provide other forms of support and administration that may be required due to legislation or other changes.

2.3 To respond to and assist members of the public making general and specific enquiries about departmental functions in a customer-focused manner by providing information or by putting them in touch with professional officers as required.

2.4 To establish and maintain a good general knowledge of all the different facets of the department and the Council in general in order to respond to customer queries.

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- 2.5 To undertake general departmental administration and record keeping associated with the assigned role.
- 2.6 To contribute to the improvement of service delivery.
- 2.7 Such other duties as may be required by the Council from time to time

3 Corporate Responsibilities

- 3.1 Committed to service improvement within the department seeking with a focus on reducing costs, increasing efficiencies, and looking for alternative delivery methods.
- 3.2 As part of the wider team, contribute to both local, and statutory, performance indicators.
- 3.3 Maintain high quality Corporate and Service standards and best practice as required.
- 3.4 You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including but not exclusively: Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

4 Special Conditions

- 4.1 You will be required to work all reasonable hours to ensure deadlines are met and on an occasional basis you may be required to attend evening meetings.
- 4.2 You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- 4.3 You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IIP)

This job description is a guide to the duties the postholder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Planning Business Apprentice

Post Nos:

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- GCSE (A* - C) English Language or equivalent
- Able to operate MS-Word (a Level 2 IT qualification would be an advantage)

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others.
- b. Adapts to the team and builds team spirit.
- c. Recognises and rewards the contribution of others.
- d. Listens, consults others and communicates proactively.
- e. Supports and cares for others.
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses.

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff.
- b. Builds wide and effective networks of contacts inside and outside the organisation.
- c. Relates well to people at all levels.
- d. Manages conflict.
- e. Uses humour appropriately to enhance relationships with others.

4.2 Applying Expertise and Technology

- a. Applies specialist and detailed technical expertise.
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.
- c. Shares expertise and knowledge with others.
- d. Uses technology to achieve work objectives.
- e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
- f. Demonstrates an understanding of different organisational departments and functions.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority.
- b. Follows procedures and policies.
- c. Keeps to schedules.
- d. Arrives punctually for work and meetings.
- e. Demonstrates commitment to the organisation.
- f. Complies with legal obligations and safety requirements of the role.

Applicants should note that the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.