JOB DESCRIPTION

JOB TITLE: Apprentice Customer Services Assistant

DEPT/SECTION: Support Services
Customers Commissioning & Change

RESPONSIBLE TO: Senior Support Services Officer

RESPONSIBLE FOR: None

MAIN PURPOSE OF POST:
Provide an effective administrative and clerical support to the Councils Planning department.

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1. To carry out the following key duties with respect to new planning applications:
   - Receipting of applications
   - Registering of new valid planning applications
   - Plotting Applications
   - Retrieving applications from planning portal
   - Scanning of planning applications
   - Validation of planning applications
   - Processing invalid applications
   - Production of decision notes
   - Production of public speaking letters in connection with planning committee
   - Production of Ordnance survey maps for members of the public
   - Production of Planning Committee Report

2. To provide reception duties within the Customer Service Centre dealing with enquiries.

3. To deal with planning enquiries from members of the public.

4. To deal with incoming and outgoing post on a daily basis.

5. To carry out general clerical duties such as recording information in index systems, filing and photocopying.

6. To bank any cash received in accordance with financial procedures.
8. Any other duties which are similar to level of responsibility and grade of the post.

SPECIAL FEATURES OF POST:
None

You may be required to carry out these duties at your present workplace or at another Council site.
PERSON SPECIFICATION

JOB TITLE: Apprentice Customer Services Assistant

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL

- Ability to work on own initiative and as a member of a team.
- Ability to communicate sensitively and effectively.
- Ability to deal with customers.
- Ability to work under pressure and meet deadlines.
- Knowledge of computerised systems.
- To pay careful attention to detail and record information accurately.
- To be flexible and versatile in dealing with a wide range of issues.
- To possess good organisational skills and abilities.
- To have a good standard of numeric skills for processing of timesheets/payroll documents.

EXPERIENCE

ESSENTIAL

- To have worked in an office environment carrying out work of an administrative, payroll, H.R. and financial nature.
- Knowledge of operating computerised systems.

DESIRABLE

- Use of databases, spreadsheets, word processing and other software applications.

QUALIFICATIONS/TRAINING

ESSENTIAL

- GCE/GCSE qualifications.
- NVQ or equivalent:

DESIRABLE

- BTEC National Certificate in Business/Finance