

Job Description

Job Title	Assistant Planning Officer
Grade	Band F
Reporting To	Principal Planning & Enforcement Team leader
JD Ref	REG0063G

Purpose

Dealing with all minor matters in respect of planning applications and inquiries, particularly in connection with domestic developments and minor commercial developments.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Manage a range of communications in an efficient, effective and positive manner including by telephone, in writing and by e-mail and in person.
- To attend meetings both internal and external, as required.
- With support to prepare written evidence for appeals, including Informal Hearings, as appropriate.

Data Analysis and Decision-Making:

- To assist in the undertaking of all aspects of processing minor and householder planning applications and enforcement cases in accordance with set performance targets and with appropriate supervision including:
 - i) acting as case officer for planning applications, carrying out the functions required by the post holder in order to process such applications in an effective and timely manner, including validation, consultation, evaluation and recommendation;
 - ii) preparation of reports for Planning Committee and on delegated items;
 - iii) in connection with i) and ii) above, to make site inspections;
 - iv) to liaise with other sections and departments of the Council and outside bodies/organisations as appropriate;
 - v) to provide advice, information and assistance to Ward Councillors and the general public on planning applications and related matters
- To manage and respond to pre-application enquiries and correspondence in accordance with the Department's policy.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Maintain an effective working knowledge on current interpretation and implementation of national, regional and local planning laws and regulations.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Has or is studying towards a Planning qualification or related discipline.
- *Desirable - Degree in Town Planning or closely related discipline.*

Knowledge & Skills

- Knowledge of the relevant law, Government guidance, policies and practice relating to planning.
- Excellent communication skills, including the ability to articulate information; to present clear, accurate and concise reports to a wide range of audiences.
- Ability to work effectively with individuals, teams, customers, partners and staff, understanding the functions and needs of the service and the organisation.
- Focuses on customer satisfaction and deliver a quality service.
- Ability to cope with a heavy workload and respond to tight deadlines with minimal supervision.
- Understands the functions and needs of the service and how it works to deliver the organisations objectives.
- Adapts and responds well to change.
- Open to new ideas and opportunities.
- Handles situations and problems, recognising controversial and sensitive issues.
- Maintains the highest standard of conduct at all times.
- *Desirable – I.T. literate, ability to use MS Office and ability to become competent at using other software applications relevant to the role.*
- *Desirable – Knowledge of democratic process and appreciation of the role of Elected Members.*
- *Desirable – Ability to influence and negotiate at all levels within the organisation and with external agencies or bodies.*

Experience

- Experience of dealing effectively with customers.
- *Desirable - Experience of working in a Planning Department in an administrative/support role*



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Able to attend meetings.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Working at Heights
- Lone working
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour

Approved By: Steven Lacey, Senior Planning Manager

Date Of Approval: 15th July 2026



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