

Job Description



1 Job details

Job title:	Administration Assistant
Team:	Planning
Directorate:	Strategy and Planning
Post number:	P02104
Hours per week:	Up to 37
Grade:	Band 3
Base:	Lymington Town Hall
Accountable to:	Senior Planning Assistant
Responsible for:	No employees
Budget Responsible Officer (BRO):	No
Car user:	Casual
Politically restricted:	No
Does this post involve working with children and/or vulnerable people?	No
Membership of professional body required:	No
Key liaisons:	New Forest National Park Authority (NPA) staff, Authority Members, parish councils, statutory consultees, property owners, agents, community groups.

2 Role summary

- 2.1 To input information, maintain electronic records and assist in the administration tasks with a principal focus on development management that includes enforcement and trees.
- 2.2 To provide general administrative support to the Planning Team.
- 2.3 To prepare documentation accurately in line with prescribed deadlines.

3 Main duties and responsibilities

- 3.1 To register, redact and acknowledge applications in accordance with deadlines.
- 3.2 Respond to basic email and telephone enquiries generated by the service provided by the Planning Team.
- 3.3 Update electronic data and mapping in an orderly manner and retrieve relevant information.
- 3.4 Undertake all other general administrative duties, such as photocopying, filing and sending out forms.
- 3.5 Assist and provide cover for other administration posts as required within the planning function.

- 3.6 Ensure high levels of customer care and satisfaction throughout.
- 3.7 Following notification from Officers, prepare associated documentation, paying close attention to detail to ensure accuracy and timeliness.

4 Problem solving

- 4.1 The post holder will be guided by procedures in many day-to-day matters but will need to use their own initiative when dealing with customer queries and therefore when to refer this to an appropriate Officer or Manager.
- 4.3 The post holder will be expected to work in a methodical way.

5 Decision making

- 5.1 The post holder will need to organise their personal workload to ensure that the relative priorities of work, as set by their manager, and deadlines are met.
- 5.2 The post holder will deal with various basic customer queries and other matters should therefore be referred to an appropriate Officer or Manager.

6 Operational responsibility

- 6.1 Responsible for producing accurate work within prescribed deadlines.
- 6.2 Dealing with customer information that can be regarded as confidential or sensitive.

7 Communication

- Good interpersonal skills including both written and verbal skills
- May involve telephone contact with people with differing views to the NPA's policies
- External and internal contacts

8 Working conditions

- Office based

9 General

- 9.1 The post holder must at all times carry out their responsibilities with due regard to NPA policy and procedures.
- 9.2 All staff have a responsibility to participate in the NPA's Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

10 Job description agreement

- 10.1 The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder's
signature:** _____

Date _____

**Manager's
signature:** _____

Date _____

Person Specification

Administration Assistant (Planning)

	Criteria	Essential	Desirable	Assessed by
	Education / qualifications Good general education to GCSE level (or equivalent) or comparable in terms of work-based experience	Y		A
	Experience Previous experience of working in an office environment enabling an understanding of office procedures Demonstrates previous experience of working as an effective team member Recent experience of working in a local planning authority	Y	Y	A / I
	Knowledge Good IT skills with the ability to adapt to new systems	Y		A / I
	Skills Demonstrates good timeliness and customer service skills to interact effectively Good interpersonal skills and ability to communicate effectively Good organisational skills Attention to detail	Y		A / I
	Impact and attributes Ability to understand the need to treat certain information confidentially	Y		A / I / T

Evidence assessed by key:

A = Application form
 I = Interview
 T = Testing / assessment