

JOB PROFILE

Directorate:	Customer Experience
Service Area:	Planning and Growth – Development Management
Job Title:	Planning Assistant
Grade:	D
Post Number:	M362
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Team Leader Development Management
Responsible For:	None
Key Relationships/ Liaison with:	Officers at all levels of the organisation and elected members. Clients, architects, surveyors, designers, the public, government agencies / statutory undertakers and other local authorities and consultees.

Job Purpose

- To deal with a range of planning applications and their validation to assist in the provision of a full development management service to the community.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1. Deal with a caseload of householder and other planning applications including:
 - a. Provide pre-application advice.
 - b. Check, validate and register planning and other applications as required.
 - c. Ensure site notices are displayed, and press notices are made.
 - d. Undertake site inspections and surveys.
 - e. Undertake research.
 - f. Consult with stakeholders; including the public, statutory consultees and amenity and community organisations in accordance with legislative requirements.
 - g. Negotiate with applicants and professional agents.
 - h. Assist Councillors, Town and Parish Councils and others to understand proposals.
 - i. Prepare delegated and committee decision reports on applications with recommendations based on national and local planning policies and guidance and planning judgement; and

Ensure the back office system and document management system are kept up to date in respect of the case files being managed.

2.	Prepare evidence and witness statements and provide submissions for appeal written representation hearings as required.
3.	Liaise with the Planning Enforcement Team in the conduct of related investigations and preparation of cases for enforcement action and provide appropriate advice as required.
4.	Assist when required in the production, formatting and checking for accuracy of decision notices and agenda items.
5.	Deal with correspondence and telephone enquiries and provide support as the Duty Planner as part of a rota of staff as required.
6.	Prepare electronic maps and presentations for meetings as required.
7.	Contribute to the continuous improvement in the delivery of customer satisfaction ensuring all work is carried out to meet agreed expectations for customer service and defined performance indicators.
8.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
9.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Group Leader Development Management

Date: July 2025

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	Essential	Desirable
<u>Qualifications</u> HNC/HND (or equivalent qualification) in Planning or equivalent subject. Or Significant experience in a similar role. Or Demonstrable experience identified within the section below. Membership of RTPI First degree in Town Planning or equivalent in a related subject area.	✓ ✓ ✓	 ✓ ✓
<u>Experience</u> Experience of working in a Planning service. Writing letters and reports. Dealing with minor planning applications.	 ✓	✓ ✓
<u>Skills / Knowledge</u> The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post. Understanding of legislation for the validation and registration of planning applications. ICT knowledge and aptitude especially MS Office suite of software.	✓ ✓	 ✓

	Essential	Desirable
Ability to interpret plans and planning legislation.	✓	
Understanding of the planning process.	✓	
Use of specialist planning software and knowledge of planning legislation.		✓
<u>Interpersonal Skills</u>		
Good oral communication.	✓	
Presentation skills.		✓
Effective negotiation skills.		✓
<u>Disposition / Attitude</u>		
Attention to detail.	✓	
Ability to work on own initiative.	✓	
Commitment to team work.	✓	
Commitment to customer service and its improvement.	✓	
Must be self-motivated and well-organised so that agreed deadlines and standards are met.	✓	
<u>Other requirements</u>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
To be able to travel throughout the Borough (may be using own transport).	✓	
Must be able to visit / inspect sites and buildings.	✓	
To be able on occasion to work outside normal office hours.	✓	
Must have the ability to work flexibly from the office, home or remotely as required.	✓	

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