

ROLE PROFILE AND PERSON SPECIFICATION

Company Name: Ealing Council – Planning Service

Address: 4th Floor Perceval House, 14/16 Uxbridge Road, Ealing, W5 2HL

Employer Description: Local Authority

Hours of Work: 9.00 a.m. – 5.00 p.m. Mon – Friday with 1-hour lunch

Annual Holiday Entitlement: 24 days for 12 months plus 3 additional days (to cover Christmas and New Year) Over 18 months this equates to 36 days annual leave.

Position Title: Town Planning *LEVEL 3 Apprentice (18-month duration) **Age: 16*** and over

Level 3: Learning agreement of 18 months (minimum requirement of GCSE Grade C in both English and Math or equivalent. Proof will be requested)

The total Training allowance (Pay) of £27,391 is made up of two* amounts over the 18 months.

**The first six months at the current National minimum wage of £9.00 per hour. Then the remaining 12 months at the current London Living Wage of £10.55 per hour.*

Job Description: The apprentice will learn several aspects of the Planning Service business which is one of the front-line services of the Council and deals with development proposals of all sizes. You will be dealing with people from across the range of our customer based including: senior colleagues within the Council, elected Members, local residents and the development industry. In order to provide this service there are three 'teams' that you will work with: Strategic Planning Policy, Development Management (dealing with planning applications) and the Process Planning Team (the validation and administration of applications).



- The ability to use a ICT operating system (e.g. extracting simple information from the specialist software) for dealing with all planning application related matters.
- Using Excel to input/extract data, use of Word for writing letters and altering documents.
- Use of PowerPoint to assist in preparation of presentations.
- Updating office databases and maintaining records and spreadsheets as directed.
- Answering calls, taking messages and eventually dealing with complex queries.
- Assisting in setting up meetings for senior officers when required.
- Sending and receiving emails on behalf of the department.
- Assisting in the preparation of public meetings, including Planning Committee, Residents Forums and Planning Inquiries. Attendance may be required (infrequently) at eventing meetings.
- Please note: **The qualification learning is delivered off site and you will be required to travel to the study centre based in Welwyn Garden City.** Assistance with travel costs will be applied.

Skills and Abilities required:

1. Excellent communication skills both in writing and spoken.
2. Ability to work individually, completing tasks on time and with only the necessary amount of supervision.
3. Able to use own initiative and learn to prioritise own workload.
4. Able to work as part of a team, asking for support as needed.
5. Accurate keyboard skills, knowledge of Word, Excel, Outlook, and the Internet.
6. Excellent customer care, dealing professionally with customers from a diverse range of backgrounds.
7. Aware of equality and diversity and health and safety.
8. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.
9. Accurate and meticulous with good attention to detail.
10. Willingness to undertake required tasks necessary to achieve the goals of the department.
11. Ability to stay calm during difficult conversations
12. Able to understand the importance of dealing with sensitive, personal, confidential information
13. An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

This position requires an Enhanced Criminal Record Bureau Check and Enhanced Vetting.

***Due to the nature of the post i.e. off-site visits that the post holder must be aged 18 or above**