

**EAST CAMBRIDGESHIRE DISTRICT COUNCIL**

**PERSON SPECIFICATION**

**PLANNING SUPPORT OFFICER**

<b>SKILLS</b>	<b>KNOWLEDGE</b>	<b>ATTAINMENT</b>	<b>ATTITUDE</b>
<b>ESSENTIAL</b>	<b>ESSENTIAL</b>	<b>ESSENTIAL</b>	<b>ESSENTIAL</b>
<p>Good communication skills (including by telephone, e-mail and in person).</p> <p>Administrative</p> <p>Customer Care</p> <p>Computer Literate with good keyboard skills</p> <p>Ability to work accurately and methodically under pressure and to deadlines</p> <p>Ability to follow processes and procedures</p> <p>Ability to read plans/maps.</p>	<p>Proven knowledge of Microsoft Office suite</p> <p>Working knowledge of office procedures and practices</p> <p>Understanding of good customer service</p> <p>General understanding of the role of development management</p>	<p>3 GCSEs, Grade A - C or equivalent, including English and Mathematics</p> <p>Experience of responding to written enquiries</p> <p>Considerable administrative/clerical experience in a busy environment</p> <p>Experience of dealing with customers (face to face or over the telephone) in a polite, friendly and positive manner.</p>	<p>Pays attention to detail</p> <p>Take a pride in own work and in achieving professional standards.</p> <p>Able to work effectively as part of a team.</p> <p>Able to respond positively under pressure.</p> <p>Proactive</p> <p>Good interpersonal skills to develop and maintain effective working relationships</p> <p>Willing to be adaptable and flexible to meet changing service demands,</p> <p>Willing to undertake appropriate instruction or training to improve knowledge and/or skill base.</p> <p>Sense of responsibility</p>
<b>DESIRABLE</b>	<b>DESIRABLE</b>	<b>DESIRABLE</b>	<b>DESIRABLE</b>
<p>Ability to interpret plans and technical drawings</p>	<p>Knowledge of Local Government</p> <p>Good knowledge of East Cambridgeshire</p>	<p>Administration qualification, e.g. NVQ in Administration or Customer Services.</p> <p>I.T. Qualification, e.g.</p>	<p>Innovative</p> <p>Assertive</p>

	District  Knowledge of town planning and/or building regulation legislation	European Computer Driving Licence, CLAIT  Experience of using Uniform software  Experience of using Customer Management Relationship and/or Document Management Systems	
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