



GLOUCESTER
CITY COUNCIL

DIRECTORATE: REGENERATION
SERVICE UNIT: DEVELOPMENT SERVICES
JOB TITLE: SENIOR ADMINISTRATION OFFICER
GRADE: D
POST NO:
REPORTS TO: DEVELOPMENT CONTROL MANAGER /
PLANNING POLICY AND HERITAGE
MANAGER
SUPERVISORY
RESPONSIBILITY FOR: ADMINISTRATION
OFFICERS/TECHNICIAN

JOB PURPOSE:

To undertake all aspects of the technical and administrative processes for the Development Services Group.

DUTIES AND RESPONSIBILITIES:

1. To supervise the work of the Administration Team.
2. To maintain appropriate statutory and non-statutory paper and electronic registers and records in respect of enforcement, development control, building control, and tree (TPO) and to provide the necessary input into local searches.
3. To undertake the service group's consultation, notification and liaison with statutory and non-statutory consultees and with the public.
4. Preparation of draft template reports for delegated planning decisions.
5. To provide a high quality advice service to customers both face to face and by telephone in respect of fees, applications and enquiries relating to the service group.
6. To undertake the production of statutory decision notices/completion certificates in respect of the service group avoiding delays and backlogs.

job description

7. To administer the Council's planning appeals caseload
8. Updating and maintaining the Document Management System for the service group including the transfer of records from a manual to a computerised system.
9. Develop, maintain and produce standard letters via the Uniform System.
10. To ensure that the Council's partnership schemes are invoiced in a timely manner.
11. To be aware of the Council's core values/key aims and to support the service group in achieving its equal opportunities objectives.
12. Undertake such technical and administrative duties arising on a day to day basis as are necessary for the smooth running of the service group, which fall within the general grading level of the post.

**SIGNATURE OF SERVICE HEAD
RECEIVED**

POSTHOLDER

DATE APPROVED

DATE EFFECTIVE



**GLOUCESTER
CITY COUNCIL**

REGENERATION

PLANNING AND ECONOMY

SENIOR ADMINISTRATION OFFICER

1. Possess NVQ2 or equivalent in Business Administration or minimum of 2 years experience working in a busy office.
2. Must be capable of clear concise communication with all levels of staff, Elected Members and the public.
3. Must be able to work as part of a team and be adaptable to the changing requirements of the team.
4. Must have the ability to work without close supervision and use initiative to improve systems and procedures. Have the ability to supervise the work of junior staff.
5. Must be capable of working under pressure to a high degree of accuracy within a tight timetable and strict deadlines.
6. Must be able to work with new technology and have experience of computer based administrative systems.
7. Desirable to have knowledge and experience of both computer bases mapping, financial and document management systems.
8. Must be capable of maintaining accurate records and have the ability to work to prescribed policies and quality standards.
9. Must be capable of understanding the basic legislative framework of the service group and providing basic advice in relation to enquiries.
10. To be aware of the Council's core policies and promote the Council's equal and diversity opportunities policy in employment and service delivery and work effectively with colleagues.
11. Willing to undertake appropriate training.

person specification