

Job Profile

Job Title	Administrative Assistant
Department	Planning Department
Grade and salary	AA2
Job reference:	

Job description

To provide administrative support in the day to day operation of the Planning Office, and the main point of contact for the Building and Development Control function of the Island.

The post holder is directly responsible to the Planning officer and will liaise with all States of Alderney and States of Guernsey staff in the Island Hall.

Detailed responsibilities

Administrative support to the Planning Department and the Building and Development Control Committee

Register, check and process planning applications received. Register and process building control applications received and continue the process through to final approvals. Be responsible for maintenance and filing of planning records, both electronic and paper.

Provide general information to applicants and the public in relation to planning procedures, in person, by phone, letter and email.

Produce planning application lists and Committee meeting papers for States Members and uploading of documents to the Government website planning portal. Provide administrative support to the Planning Officer in planning matters, as required.

Conduct site visits and take record photographs.

Maintenance of the Digimap system, together with administration of the States land portfolio.

Policy research as required.

Assist in the development of new initiatives and promotion of customer services.

Undertake other duties as and when required.

Values

Act as a role model for the States of Alderney values in accordance with our values statement.

- ▶ **Integrity** – in everything we do
- ▶ **Openness** – in our dealings with the public and colleagues
- ▶ **Customer focus** – by listening, explaining and responding to needs
- ▶ **Dignity and respect** – in how we treat everyone who comes into contact with us
- ▶ **Effectiveness** – in how we use our resources
- ▶ **Accountability** – for what we do

Core competencies

Customer focus

- Treats all members of the public in accordance with States values.
- Excellent interpersonal and communication skills with the ability to deal with a wide range of people at all levels.

Communication

- Excellent oral and written communication skills with ability to write concisely in order to draft correspondence and reports etc.
- Good numerical and IT skills with sound knowledge of MS Office Suite including Excel, Word, Access etc.

Problem solving

- Ability to identify when a problem needs addressing, think clearly and use initiative to identify clear, workable and creative solutions.

Team working

- Good communication and interpersonal skills and able to work effectively as part of a small team.

Personal effectiveness

- Good organisational skills, self-motivated, with the ability to prioritise his/her own work in order to meet deadlines.
- Ability to gain understanding of Planning procedures and policies administered by the States of Alderney where relevant.
- Attention to detail and the ability to work quickly while maintaining high standards of accuracy.
- Ability to maintain strict confidentiality, and deal sensitively with a wide variety of matters in a calm and efficient manner.

Personal development

- Takes responsibility for own development and continuous improvement.

EMPLOYMENT DETAILS

The post is graded at AA2 (£28,059/£29,306/£30,611/£31,976) dependent on experience, based on a 36 hour week.

Leave entitlement – 22 days per annum, in addition to this a further three working days entitlement will be given after 5 years service.

The post will be subject to a six month probationary period, reviewed at the three month stage and a basic criminal record check.

Pension - compulsory fixed 6.5 per cent employee contribution and 7.5 per cent employer contribution, increasing by 0.5 per cent per year to a maximum of 12.5 per cent.

Should the successful applicant not meet the requirements sufficiently he/she may be appointed at a lower grade than stated. The successful applicant would then have the opportunity to progress to the grade advertised once the necessary skills and knowledge have been developed and the postholder has demonstrated the ability to undertake the duties at the higher level.