

Planning Appeals and Corporate Services Support Officer

Executive Office, Cabinet Office

Job Title:	Planning Appeals and Corporate Services Support Officer
Department:	Cabinet Office
Division:	Executive Office
Location:	Central Government Office
Grade:	Administrative Officer / Pay Band 7 (part time 18 Hours 30 Minutes, preferably afternoons)
Responsible to:	Planning Appeals Administrator
Responsible for:	N/A

What will you do?

You will be responsible for supporting the Cabinet Office functions in Planning Appeals, corporate services and Information Governance.

What does that involve?

As a valued member of the Executive Office Team, you will:

Support Planning Appeals Administration

- Support the administration of statutory planning appeals, Departmental planning applications and Area and Strategic Plan inquiries.
- Preparation of planning appeal files, dealing with correspondence, telephone calls in connection with appeals.
- Liaising with other Departments, architects, agents and other stakeholders in connection with appeals.
- Providing assistance to the Planning Appeals Administrator and the Planning Appeals Inspectors.

Support the delivery of Corporate Services

- Provide excellent customer service at the public counter, telephone and via email.
- Provide additional support for facilities management, building security, meeting rooms.
- Office supplies, correspondence, Health and Safety, complaints, and gift registry.
- Provide routine administration as required, processing incoming and outgoing mail, processing purchases, invoices and purchase cards.
- Support in corporate improvement projects.

Support Information Governance

- Support and assist with information governance when required, including data protection compliance, processing suspected data breaches, freedom of information requests, data subject access requests and any other task necessary to comply with relevant legislation.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Evidence of continual professional development.	D	CV/Interview
Experience of working in an office environment.	D	CV/Interview
Experience working in a regulatory environment and complying with policies and procedures.	D	CV/Interview
Experience delivering excellent customer service.	E	CV/Interview
Capability		
Excellent written and oral communication skills.	E	CV/Interview
Organisational and time management skills with the ability to prioritise effectively and work to tight deadlines.	E	CV/Interview
Highly productive, working with accuracy and attention to detail.	E	CV/Interview
Confident IT user with a good working knowledge of Microsoft Office and experience of adapting to and working with bespoke software.	E	CV/Interview
Excellent problem solving skills and using sound judgement.	E	CV/Interview
Character		
Reliable, enthusiastic and professional approach to work.	E	CV/Interview
Ability to work under pressure and adapt to changing demands and circumstances.	E	CV/Interview
Team player - ability to work successfully within a small team and to forge and maintain relationships.	E	CV/Interview
Analytical and methodical approach - ability to question and raise questions.	E	CV/Interview
Amiable yet resilient character - able to deal with external and internal customers in a polite, professional and positive manner.	E	CV/Interview
Self-motivated with ability to use own initiative.	E	CV/Interview

Circumstances		
Able to have flexibility in working hours, working out of hours as and when required.	D	CV/Interview
Isle of Man Worker.	D	Application
Satisfactory Police Check.	E	Pre-employment checks