Hartlepool
Borough Council

JOB DESCRIPTION

Division / Department

JOB TITLE: Support Assistant(Development Management)

DIVISION: Place Management

GRADE: Band 6

RESPONSIBLE TO: Planning Team Leader (Development Management)

POST REFERENCE: 106926

Purpose of Post

Provide clerical and administrative support to the including the answering of telephones, taking messages and responding to enquiries. Undertake reception and post duties. Additional duties as and when required.

Key Relationships

- Reports to the Planning Team Leader (DM).
- Undertake cross organisational team working.

Main Duties and Responsibilities

1. To provide general administrative support relating to the service area. You will:

• Provide clerical and administrative support pertaining to the service area.

• Ensure office stationery, and other office consumables are ordered in accordance with purchasing procedures. This includes liaising with external suppliers to order stationery and consumables.

• Maintaining records, organising meetings, room and travel bookings, maintaining office systems and diaries.

• Use initiative to organise the time and diaries of more senior staff following general instructions and guidance.

- Take messages and answer questions from, and giving information to the public and HBC departments.

- Responding to, investigating and answering queries

- Undertake data-inputting tasks, word processing and other IT based tasks.

- Reception duties as necessary.

- Use Microsoft Office and email packages

- Undertake training to use bespoke local software packages

- Maintain a working knowledge of pertinent legislation in the service area.

2. To provide support in specialist duties that could be associated with this post.

The following list highlights some of the specialist duties that could be associated with a post operating at this level. Note, it may only be necessary for employees assigned to this level to undertake some of these duties.

- Undertaking financial processes such as reconciliation of petty cash, processing of orders, invoices (incoming and outgoing), processing of creditor payments, raising debtors accounts in accordance with financial regulations.

- Password protects and/or take special measures to safeguard the confidentiality of HBC's information. Be responsible for locking away confidential data. Ensure HBC held information is provided only to approved and/or appropriate persons

- Check and collate information provided by others to ensure information entered onto HBC systems is fit for purpose.

- Assist with promotion and marketing activities

3. All employees have a responsibility of care for their own and others' health and safety.

<u>Changes</u>

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: November 2026

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.