Hartlepool
Borough Council

PERSON SPECIFICATION: Support Assistant (Development Management)

POST REFERENCE: 106926

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.

REQUIREMENTS	ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)	DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)
- **Educational/vocational/ occupational qualifications and/or training** - **Specific qualifications (or equivalents)**	NVQ Level 3 (or equivalent standard) in Business Administration or related subject (F)	Additional recognised training in one or more of the following subject areas (F): • Finance • Customer Services • ICT • Planning + Development Services
- **Work or other relevant experience**	Experience of working in an administrative support role within an office environment (F/I)	Experience of working within a Planning and Development services setting within a Local Authority (F/I).

	Experience of inputting large amounts of data quickly and accurately (F/I) Experience of analysing data and extracting relevant management information (F/I)	Experience in the use of the iLAP (or other similar) Planning System (F)

- **Skills, abilities, knowledge and competencies**	An understanding of the unique challenges of providing administrative support to Planning and Development services within a Local Authority (I) Highly proficient and speedy in the use of Microsoft Word including merging together of letters and other documents (I, T) Competent in the use of Microsoft Office (I) Competent in the use of systems for inputting and managing data (I) Demonstrable ability to exchange information in a clear and appropriate manner (F/I) Knowledge of and Data Protection and Information Security principles and how to securely exchange personal, sensitive and confidential data with other parties (I)	
- **General competencies**	Able to organise and prioritise workload to effectively perform allocated tasks within specific timescales (I) Able to independently assess, investigate and provide a response to queries received (I)	

	Understands responsibility for own and other's health and safety (I) Demonstrates a reliable, flexible, "can do" attitude towards meeting the varying workload of the role (I/R) Is committed to providing an excellent customer service (I) Displays understanding of the environment in which the organisation currently operates and adopts a positive attitude towards change (I/R)	
ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)		

On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

Mandatory/Essential Training	Frequency
Planning software updates/installations	As and when required but usually monthly.
Corporate Induction	On commencement of role
Prevent Training	As required corporately

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.

Date: November 2026