



JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Planning Apprentice (Apprentice Planning Technical Support Officer)
Reports to	Planning Support Service Manager
Team	Planning Support, Place Delivery
Grade:	3
Last updated	October 2026

Job Summary

- To develop the knowledge, skills, and behaviours needed to support the delivery of high-quality public services.
- The apprentice will gain hands-on experience across operational, technical, and customer-facing activities, working alongside experienced officers to learn how services are delivered, issues are investigated, and standards are upheld.
- The role provides structured learning, practical exposure, and professional development while working towards an accredited apprenticeship qualification.

Key Tasks

Service Delivery & Operational Support

- Participate in day-to-day service activities under supervision, gradually taking on more responsibility as competence grows.
- Support officers during inspections, site visits, investigations, or assessments relevant to the service area.

- Observe and learn how decisions are made, how cases are progressed, and how compliance is monitored.
- Assist with preparing basic evidence, observations, or findings from fieldwork.
- Contribute to maintaining safe, compliant, and well-managed environments for residents, businesses, and colleagues.

Team Working Responsibilities

- Work collaboratively with colleagues across the service area and wider organisation.
- Participate in team meetings, briefings, and learning sessions.
- Build positive working relationships with officers, managers, councillors, and partner organisations.
- Support team objectives by completing tasks reliably and contributing to shared goals.
- Demonstrate flexibility and willingness to assist others when required.
- Learn from experienced colleagues through shadowing, coaching, and guided practice.

Communication & Contacts

- Communicate clearly, professionally, and respectfully with colleagues, residents, businesses, and external partners.
- Respond to basic enquiries, providing accurate information or signposting customers to the correct service.
- Support positive engagement with the community, including awareness campaigns, consultations, or educational activities.
- Learn how to handle challenging conversations with confidence and support.
- Maintain confidentiality and handle sensitive information appropriately.
- Use digital tools to record findings, update case notes, or access service information

Compliance & Professional Standards

- Follow organisational policies including safeguarding, confidentiality, equality, and health & safety.
- Demonstrate professionalism, integrity, and respect in all interactions.
- Uphold public service values and contribute to an inclusive, supportive working environment.
- Ensure information is handled securely and in line with data protection requirements.
- Act in accordance with relevant legislation, codes of practice, and service procedures.

Learning & Development

- Engage fully with apprenticeship training, workshops, assessments, and reflective learning.
- Apply new knowledge and skills to real-world tasks and situations.
- Seek feedback, coaching, and opportunities to develop competence.
- Build understanding of legislation, standards, policies, and procedures relevant to the service area.
- Take responsibility for personal development and demonstrate commitment to continuous learning.



Person Specification

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We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus
- Commercial focus

Key Criteria:

Qualifications and Experience

- English and Maths at GCSE standard, or equivalent, sufficient to undertake the requirements of the apprenticeship programme.
- An interest in town planning, development management and local government services. Previous knowledge or experience of planning processes is desirable but is **not essential**, as training will be provided through the apprenticeship and workplace learning.
- Some experience of working in an administrative, customer service, education or other organised working environment is desirable, but applicants will not be expected to have previous professional planning experience.
- Ability to work accurately, with good attention to detail, and to organise and prioritise work with appropriate guidance and supervision.
- Ability and willingness to learn new processes, legislation, procedures and technical requirements as knowledge and experience develop.

Specialist Knowledge and Job Requirements

- Develop knowledge of Development Management processes, planning legislation and relevant procedures through training and the apprenticeship programme.
- Learn to validate planning and related applications accurately and in accordance with agreed requirements.
- Develop an understanding of consultation, notification, appeals and enforcement processes.
- Use planning, document management and mapping systems accurately and effectively.
- Interpret plans, drawings and supporting documents appropriate to the level of the role.
- Maintain accurate case records and handle information in accordance with council procedures.
- Recognise when matters require referral to a more experienced or technical officer.
- Take increasing responsibility for technical Planning Support tasks as competence and experience develop.

Other

- The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of safeguarding and to share this commitment.

PLANNING APPRENTICE – TASK SHEET

Apprentice Planning Technical Support Officer | Grade 3

Reports to	Planning Support Service Manager
Team	Planning Support, Place Delivery
Primary focus	Administrative support to Development Management and Planning Support
Development focus	Structured technical training, with responsibility increasing as competence develops

- **Purpose of the role**

- **The Grade 3 apprentice role is primarily administrative.** The postholder will support the day-to-day processing of planning work, maintain accurate records, undertake routine customer and case administration, and learn technical Planning Support tasks through supervised training. More technical duties will be introduced gradually and will remain within agreed procedures, with complex matters referred to experienced officers.

- **Core task areas**

- **1. Planning administration and case set-up**

Task	What the apprentice will do	Level / supervision
Incoming applications	Assist with receiving, registering and setting up planning and related applications on the planning system; create or update case records; save correspondence and documents in the correct location; check that basic case information has been entered accurately.	Routine administrative task; initially checked by an experienced officer.
Document management	Name, index, upload and associate plans, forms, reports, photographs and correspondence to the correct case file and document management system.	Routine administrative task.
Case record updates	Update standard case fields, dates, notes and workflow stages where instructed, ensuring the electronic record is complete and auditable.	Routine task using documented procedures.
Scanning / post / inbox support	Assist with shared inboxes, electronic post, returned mail and other routine administrative work for the Planning Support team.	Routine administrative task.

- **2. Consultation, notification and publicity**

Task	What the apprentice will do	Level / supervision
Consultee administration	Issue standard consultations to internal and external consultees using agreed templates and consultation lists; record responses when received.	Administrative; follow preset rules and refer exceptions.
Neighbour notification	Prepare and issue neighbour notification letters and maintain accurate notification records.	Administrative; supervision during training.
Site notices	Prepare site notices from standard templates, record publication / display information and support the administrative tracking of expiry dates.	Administrative with procedural training.
Public comments	Upload and index representations and other consultation responses to the correct case, applying agreed redaction / data-handling procedures.	Administrative; sensitive issues escalated.

- **3. Customer and team support**

Task	What the apprentice will do	Level / supervision
Basic enquiries	Respond to straightforward telephone, email or written enquiries using approved information, or signpost the customer to the correct officer or service.	Routine customer service; no technical planning advice beyond training level.
Officer support	Provide administrative support to Planning Officers and Planning Support colleagues, including obtaining documents, checking case records and completing agreed follow-up actions.	Routine administrative support.
Meetings and team activity	Attend team meetings, briefings, training sessions and one-to-ones; record actions where required.	Normal team responsibility.
Information handling	Maintain confidentiality, follow data protection requirements and ensure information is stored and shared securely.	Mandatory requirement.

- **4. Technical training – introduced progressively**

Task	What the apprentice will do	Level / supervision
Validation training	Learn how to carry out basic validation checks against national and local requirements, identify missing information and prepare standard invalid / validation correspondence for review.	Technical training task; checked until competence demonstrated.
Plans and drawings	Learn to identify common drawing types, read basic scales and understand site location plans, block plans, floor plans and elevations.	Training / supervised practice.
Planning systems	Learn to use the Council's planning, document management and mapping systems accurately and consistently.	Supervised initially; routine use once competent.

Application types	Develop an understanding of common Development Management application types, consultations, notifications, conditions, appeals and enforcement processes.	Knowledge development; not responsible for professional judgement.
Technical case administration	As competence develops, undertake defined technical support tasks such as checking standard requirements, preparing routine notices or completing prescribed workflow actions.	Only within agreed procedures and delegation.

- 5. Appeals, enforcement and other Planning Support work

Task	What the apprentice will do	Level / supervision
Appeals administration	Assist with setting up appeal records, saving appeal documents, issuing standard notifications and maintaining appeal correspondence and deadlines under instruction.	Administrative support; technical / procedural decisions retained by experienced officers.
Enforcement administration	Assist with logging correspondence or documents, maintaining records and providing routine administrative support to enforcement processes.	Administrative support only.
Monitoring / housekeeping	Help identify incomplete records, missing documents, overdue routine actions or data-quality issues and raise them with the appropriate officer.	Administrative / quality-control support.
Ad hoc service support	Provide cover for other routine Planning Support tasks during peaks in workload, absence or service priorities.	As directed by the manager / senior staff.

- Expected boundaries of the Grade 3 role

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- Work will be carried out using established procedures, checklists, templates and system workflows.
 - The postholder is not expected to provide professional planning judgements or determine planning applications.
 - Complex, unusual, contentious or legally sensitive matters must be referred to a Planning Officer, senior Technical Officer or manager.
 - Technical responsibilities will increase only as training is completed and competence is demonstrated.
 - Accuracy, record keeping, customer service and reliable completion of routine tasks are the main priorities of the role.

- **Indicative training plan**

Stage	Main emphasis	Examples
Stage 1 – Induction	Administration and systems	Case filing, document indexing, shared inboxes, standard correspondence, customer enquiries, planning system navigation.
Stage 2 – Supported technical work	Basic Development Management processes	Consultations, neighbour notification, site notices, simple plan-reading and supervised validation checks.
Stage 3 – Developing competence	Defined technical support tasks	Routine validation work, more independent case administration, appeal / enforcement administration and data-quality checks.

- **Note:** This task sheet is intended to translate the job description into practical day-to-day duties. Tasks may be adjusted according to service need, apprenticeship requirements and the postholder's developing competence.