

# Exmoor National Park Authority

## Recruitment Pack

### Planning & Customer Support Assistant

**37 hours per week**

(Two-year fixed term contract)



Working  
together  
for **Exmoor**

## Welcome Message

Thank you for your interest in the role of Planning and Customer Support Assistant with Exmoor National Park Authority.

**What makes Exmoor National Park such a special place?** A unique landscape of moorland, woodland, valleys, and farmland shaped by people and nature over thousands of years. On Exmoor, it is still possible to find tranquillity and peace as well as rediscover your sense of adventure, to catch a glimpse of wild red deer, be amazed by dark skies full of stars, and explore villages full of character.

Our vision is to ensure Exmoor National Park has a thriving living landscape and is a place where people are able to enjoy and benefit from Exmoor's special qualities. Our planning and customer support team play a key role in the achievement of this vision.

The Authority fulfils its statutory planning functions in a way that helps deliver the National Park Purposes and contributes to sustainable communities and economies, ensuring that the National Park's stunning landscapes and special qualities are conserved and enhanced for future generations. In addition, the Authority works with others to help foster sustainable rural development by promoting partnership working and encouraging leadership and contribution from all those involved in this beautiful area.

This role is a two-year post that will support our planning function and will play an important part of delivering an excellent customer service.

If you would like an informal discussion about the position, please contact Dean Kinsella, Head of Planning and Sustainable Development, on 01398 322252.

If you are interested in joining the Support to the Community and Business team, then I hope you will explore these pages further and apply for our post. We look forward to hearing from you.



A handwritten signature in black ink, appearing to read 'S. Bryan', written in a cursive style.

**Sarah Bryan**  
**Chief Executive**

## Background Information



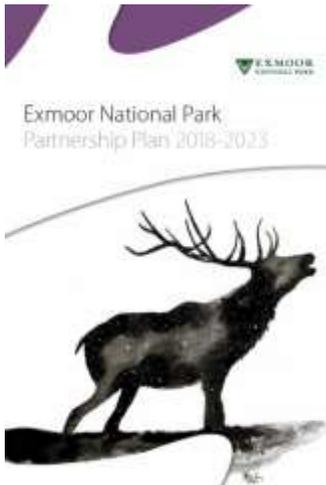
Exmoor is one of 15 National Parks in the UK. They are areas of protected countryside that everyone can visit and where people live, work and shape their landscapes.

Exmoor was designated as a National Park in 1954. Since then, the co-ordination of work to achieve National Park purposes in the area has been undertaken by local government, and since 1997 by a free-standing Exmoor National Park Authority.

Exmoor National Park Authority works to achieve the two National Park purposes:

***"To conserve and enhance the natural beauty, wildlife and cultural heritage of the National Park"***

***"To promote opportunities for the understanding and enjoyment of the special qualities of the National Park by the public"***



In delivering National Park purposes, the Authority has a duty to help to foster the social and economic wellbeing of local communities. All planning applications within the National Park area are determined by the National Park Authority. Planning policies are there to ensure both rural prosperity and the protection and enhancement of the special character of Exmoor.

The Authority also has responsibility to produce a National Park Management Plan, underpinned by evidence in the State of the Park Report. Our 'Partnership Plan' was adopted in 2018 and we are now working with partners to deliver its vision and ambitions.

There are 22 Members on the Authority Committee which meets up to 12 times a year – 5 parish members, 6 district council members, 6 county council members, and 5 Secretary of State appointed members.



For further information about the National Park Authority:

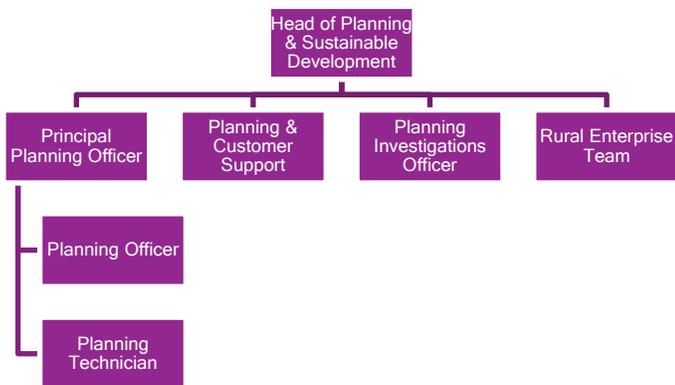
Go to our website [www.exmoor-nationalpark.gov.uk](http://www.exmoor-nationalpark.gov.uk) or contact Ellie Woodcock, HR Advisor, [ewoodcock@exmoor-nationalpark.gov.uk](mailto:ewoodcock@exmoor-nationalpark.gov.uk)

## Our Staff

We employ a staff team of around 80 undertaking a range of functions that support owners and managers of land and heritage assets; people who live, work, and run businesses in the National Park; and people who make use of the opportunities for learning and enjoyment, both residents and visitors alike.

Our staff within Finance, Strategy and Performance, Land and Property, IT, HR and Member and Business support help provide the infrastructure and support that is essential to delivering the vision and priorities of Exmoor. In addition, we have staff engaged in partnership projects and seasonal work.

The post of Planning and Customer Support Assistant is part of the Planning Team, within the Support to the Community and Business section, led by the Head of Planning and Sustainable Development, in which this post reports to.



As a small organisation, we work across Sections and Teams drawing on the skills, knowledge, experience, and professionalism of our colleagues. As part of the National Park family, we also benefit from a wider network of professionals including other National Park staff and the national profile of National Parks.

## Working for us



Our head office is based in the town of Dulverton, set in a beautiful, wooded valley, beside the river Barle. Other sites include the Exford Depot based in the rural village of Exford, our Pinkery Centre for Outdoor Education based on a wild and open moorland near Simonsbath, and our National Park Centres – one in Dulverton, one in the historic village of Dunster, and one in the seaside town of Lynmouth. Our nearest larger towns are Tiverton, Taunton, Minehead and Barnstaple.

We provide a generous annual leave allowance plus bank holidays, a pension scheme, paid sickness leave, and a variety of flexible working arrangements.



We encourage all our staff to make the most of this beautiful setting and clean fresh air to boost their health and wellbeing.

We are a Mindful Employer that is 'Positive about Mental Health' and raises awareness of mental health in the workplace. We have trained Mental Health First Aiders and a 24/7 independent and confidential employee helpline. Managers and staff will also attend training opportunities to increase their awareness of mental health in the workplace.

At the start of your journey with us, as part of your probationary or review period, you will go through an induction process that is designed to help you to learn more about the organisation, your area of work and the work undertaken by other sections. Our new employees also get to spend some time with a Ranger which is an opportunity to explore Exmoor. Your manager will support you in developing your skills and you are encouraged to feedback on your progress.



The Society for National Parks Staff (SNPS) is a group that all National Parks employees can join for only £5 a year. There are opportunities to take part in activities to develop your knowledge of National Parks, whilst having fun and building new friendships.



This support continues through annual Personal Development Reviews and quarterly one-to-one meetings.



Two staff study days a year are held where you will have the opportunity to get together with all your colleagues across the Authority to learn and see something new about Exmoor. Following the pandemic, we hope to restart these events.

## JOB DESCRIPTION

<b>Section:</b>	Support to the Community and Business	
<b>Job Title:</b>	<b>Planning and Customer Support Assistant</b>	
<b>Reports to:</b>	Head of Planning and Sustainable Development	
<b>Main Purpose of Job:</b>	To deliver a range of planning, administrative and technical customer support services.	
<b>Main Responsibilities and Duties:</b>		<b>% of time</b>
<p>1. Administration and technical support to the Development Management team and customers (Planning and Enforcement). Includes but is not limited to:</p> <ul style="list-style-type: none"> <li>– Validating planning applications to ensure the mandatory national information and local list requirements are met, identifying any anomalies, and monitoring the application through the process until it becomes valid.</li> <li>– Registering planning applications and enforcement cases and all administrative tasks required under Town and Country Planning legislation; recording and compilation of associated targets; use of Geographic Information System (GIS) to produce maps for legal agreements, enforcement cases and planning applications.</li> <li>– Maintaining the planning filing system (paper and digital).</li> <li>– Carrying out Land Charge searches.</li> <li>– Liaise with agents/applicants to verify applications including requesting additional supportive documents, defining range of acceptable formats etc.</li> <li>– Monitor changes to planning legislation reported through the planning portal to identify procedural/system implications for Exmoor National Park Authority.</li> <li>– Create procedural notes for all processes undertaken and coach new staff.</li> <li>– Represent the Authority at regional Planning Administration Network and recommend and implement procedural changes based on shared best practice.</li> <li>– Create legal notices, such as decision notices, incorporating appropriate conditions and policies as specified in Planning Officer reports.</li> <li>– Raise invoices for associated fees and reconciliation of payments against searches.</li> <li>– Assist Development Management Officers in the preparation and collation of information, plans and photographs for appeal appendices, liaise between Case Officer and the Planning Inspectorate.</li> <li>– Help in the preparation of draft presentations and displays for Planning Committee.</li> </ul> <p>General administrative support across the Authority, including:</p> <ul style="list-style-type: none"> <li>• Typing letters, committee reports, spreadsheets, notices.</li> <li>• Database creation and maintenance.</li> <li>• Mail shot production.</li> <li>• Photocopying and scanning.</li> <li>• Outgoing mail/parcel/post management.</li> </ul>		70
<p><b>2. Customer Support</b></p> <ul style="list-style-type: none"> <li>– Provides a switchboard and reception service for the Authority's Head Office.</li> <li>– Assists members of the public who wish to view planning applications or receive copies of documents/decision notices.</li> <li>– First point of contact for planning agents and applicants – supports agents/applicants to understand the planning process and fee structure and provides updates on application progress.</li> <li>– Collects customer payments for copies/applications.</li> <li>– Provides information and advice for general enquiries or signposts customers to the appropriate officer or source of information (including referral to external organisations).</li> <li>– Takes telephone and email messages for Authority staff, following up to ensure customers are responded to in a timely way.</li> </ul>		30

**Key Outcomes:**

Customers receive an efficient and accessible development management service and support is provided for the Authority as a whole.

**Key Services:**

Administrative support to all areas of the Authority, particularly development management.  
Customer services.

Processing and validating planning applications.

Part of this service involves liaising with and assisting the general public, other Organisations, Authorities and Agencies to ensure enquiries and demands are met.

**Key Customers:**

Agents

Companies

Wider public, both nationally and internationally

Other Authorities

Agencies

Colleagues within the Authority

## Person Specification

**Required skills, knowledge, and experience**

- Good level of IT competence, especially Windows based software
- Able to complete a wide range of administrative tasks to a high standard including accurate data entry
- Good verbal and written communication skills - able to communicate with staff and members of the public at all levels in a confident and knowledgeable way
- Strong customer service ethos
- Ability to prioritise and meet targets and deadlines
- Ability to work as part of a team and prepared to listen and invite views of others
- An understanding of planning processes (not essential)

# Key Employment Terms

<b>Post Title:</b>	<b>Planning and Customer Support Assistant</b>
<b>Office location and travel:</b>	The postholder will be employed by Exmoor National Park Authority based at Exmoor House, Dulverton. The postholder may be required to attend training, or regional and national meetings. Business mileage incurred using private vehicles will be reimbursed at the agreed casual mileage rate. An Authority pool vehicle will be available for many journeys (officers are expected to make use of pool vehicles whenever possible).
<b>Conditions of service:</b>	In accordance with the Scheme of Conditions of Service agreed by the National Joint Council for Local Authorities' Administrative, Professional, Technical and Clerical Services as adopted by the Park Authority together with other local conditions of service set out in the Park Authority's HR Policies and Procedures.
<b>Grade and salary:</b>	The Grade of the post is D with a current full-time equivalent salary range of £20,444 to £22,129 per annum. Progression through the salary range will be by annual increments, subject to satisfactory performance. New employees are started at the bottom of the salary range.
<b>Contract status:</b>	This is a 2-year fixed term contract.
<b>Contract hours:</b>	Your working hours will be 37 per week, in accordance with the Authority's flexible working arrangements.
<b>Probationary period:</b>	The appointment will be subject to a probationary period of up to 6 months.
<b>Leave:</b>	Your annual leave entitlement is 27 standard working days plus bank holidays. The leave year normally runs from 1 April to 31 March. The number of public/bank holidays may vary depending on the number of recognised English bank holidays falling within the period of the contract.
<b>Pension:</b>	The post is superannuable under the Local Government Pension Scheme, but membership is not compulsory. You will automatically be admitted to the pension scheme but can choose to opt out.
<b>Notice:</b>	The post will be subject to 1 calendar months' notice on either side.
<b>Privacy Statement:</b>	<p>We process personal data relating to those we employ for employment purposes, to assist in the running of the authority and/or to enable individuals to be paid. The collection of this information will also be of benefit in:</p> <ul style="list-style-type: none"> <li>• improving the management of workforce data</li> <li>• enabling development of a comprehensive picture of the workforce and how it is deployed</li> <li>• informing the development of recruitment and retention policies</li> <li>• allowing better financial modelling and planning</li> <li>• enabling monitoring of selected protected characteristics</li> </ul> <p>The personal data includes identifiers such as name, date of birth, payroll (SAP) number, personal characteristics such as gender, disability, and ethnic group, plus qualifications, performance, and absence/occupational health information. We will not share information about you with third parties without your consent unless the law allows or requires us to or we are required to share it to manage your employment contract with us. When we do share your data, it will be via encrypted email software or password protected files.</p> <p>We are required to share some of your personal data with:</p> <ul style="list-style-type: none"> <li>• HMRC</li> <li>• Outsourced HR and Payroll Services (currently with SCC and DCC)</li> <li>• Peninsula pensions who administer the Authority's pension scheme</li> <li>• Local Government Audit and fraud detection teams</li> </ul> <p>We store information relating to job applicants for 6 months and for employees for 6 years post-employment. Data is stored electronically on ENPA servers. The employee</p>

	<p>records have access restrictions meaning only HR staff are able to view and process it. Physical records are stored in the HR office which is locked and within locked filing cabinets.</p> <p>WR Group (WRG) provides ENPA with a recruitment system to manage its recruitment and advertising services. In relation to the General Data Protection Regulations, ENPA is the Data Controller. As the Data Processor, WRG will process personal data on behalf of ENPA, only for the purposes of performing the Services Agreement.</p> <p>If you require more information about how we store and use your personal data or would like to request that your details be removed, please contact the HR Officer.</p>
<b>Equal opportunities:</b>	<p>Exmoor National Park Authority intends to ensure that no employee or job applicant should receive less favourable treatment than another on grounds of sex, marital status, age, racial origin, disability, sexual orientation or political or religious belief. Its recruitment practices will exclude all assumptions, preferences or judgements that are not strictly job-related. Information provided will be treated as confidential.</p>
 	<p>The Authority is a <a href="#">Disability Confident</a> accredited employer and is a signatory on the <a href="#">Charter for Employers Positive about Mental Health</a>. If you require information about this post or an application form in a different format or would like help to access the recruitment process, please contact Ellie Woodcock 01398 322231 or email <a href="mailto:ewoodcock@exmoor-nationalpark.gov.uk">ewoodcock@exmoor-nationalpark.gov.uk</a></p>
<b>Working in the UK:</b>	<p>Freedom of movement between the UK and EU has ended and the UK has introduced a new immigration system. Anyone recruited from outside the UK (excluding Irish citizens) need to meet certain requirements and apply for permission first.</p> <p>The Authority does not hold a sponsor license. For more information about the new rules on recruiting people from outside the UK - please visit <a href="#">Browse: Visas and immigration - GOV.UK (www.gov.uk)</a> for more information.</p> <p>Before you are offered employment, we are required to carry out document checks to ensure that you are entitled to work in the UK. Please click on the following link to see what documents are accepted. <a href="#">Right to Work Checklist.pdf (publishing.service.gov.uk)</a></p>

## How to apply

Please apply online via the link on the [Exmoor National Park Authority's](#) website, ensuring you consider all elements of the principal responsibilities and person specification, telling us how your knowledge and experience matches the role requirements.

If you want to apply in a different way, please contact the HR Advisor to discuss an alternative arrangement.

Ellie Woodcock – 01398 322231 – [ewoodcock@exmoor-nationalpark.gov.uk](mailto:ewoodcock@exmoor-nationalpark.gov.uk)

Please note that we do not accept CVs.

**Closing date for applications is 18 August 2022**

**Interviews are being held on 9 September 2022**