



Role Description and Employee Specification

Job Title:	Enforcement Assistant	Location:	Cirencester
Department:	Planning Services	Service:	Development Management
Reports to:	Senior Enforcement Officer	Working Hours:	37 hours per week
Salary:	£24,836 to £26,717+NJC Pay Award	Peer Group:	PGC-9
Business World Post Number:		Job Group:	Level 1 Case & Field Worker
Contract Type:	Permanent	Direct Reports:	No

Overall purpose of the Post:	This post will sit within the Development Management and Enforcement team, and will provide administrative support to the enforcement service, including case creation, corresponding with complainants and third parties and supporting the Principal Enforcement Officer in their day to day duties.
Key Tasks and Responsibilities:	- Effectively manage and prioritise your own workload, largely unsupervised, working pro-actively with all officers to meet statutory deadlines - Demonstrable promotion of good team performance management and service improvement. - To undertake administrative functions relating to Planning Enforcement including case creating, communication with complainants and monitoring of active cases. - To assist with all stages of the appeal process including setting up Inquiries and Hearings. To collate and send to PINS appeal documents and to work with the officers to ensure that all deadlines are met. - To pay invoices where required. - To manage the Planning Enforcement inbox and other correspondence relating to the Enforcement function. - To provide high-level administrative support to the Principal Enforcement Officer and Head of Planning Services, managing schedules, communications, and confidential tasks to ensure efficient day-to-day operations relating to high profile enforcement cases. - Work with elected Councillors, where appropriate, to deliver the service - Production of reports relating to team performance and projects to be shared with elected members and senior leadership. - Liaison with Legal and other internal and external bodies as required.
Essential Requirements – Knowledge, Qualifications, Skills,	- A minimum of 5 GCSE's or equivalent including C or above in English and Maths - Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders

Abilities and Experience:	• Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve complex issues by negotiation • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Ability to work independently under pressure and within tight deadlines • Excellent written and verbal communication skills • Competent in using a range of technology and software packages, including Microsoft and Microsoft Teams		
Desirable Requirements Qualifications, Skills and Abilities:	• A-levels or equivalent; a degree or professional qualification in business administration or a related field is desirable but not essential. • Proven experience in a senior administrative or executive support role		
General Accountabilities:	• The post holder is responsible for maintaining a safe work environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment. • Work in compliance with the Codes of Conduct, Regulations and policies of the council. • To support the response to a major incident, including taking up a designated role within the emergency management framework.		
Special Conditions:	• You will be expected to work reasonable additional hours in line with the needs of the service. • There may be a requirement to work at other locations to meet the needs of the business. • Full UK Driving Licence. • Ability to travel / access to a vehicle for work purposes.		
Date Reviewed:		Reviewed By:	Harrison Bowley
Checked by HRBP		Date of Issue:	October 2025