

Role Description

Role Title: Graduate Intern, Development Management

Location: Yeovil/Agile

Grade: 3

Main purpose

Delivering Case Services to external customers, providing a fast, high quality, consistent and continuously improving service for customers.

Key tasks

Development Management

- Be part of a team gaining hands-on experience dealing with a range of planning application types within a busy planning environment.
- Manage customer cases and issues effectively and understand when to consult with others, including specialists.
- Assist the efficient, effective and consistent processing and resolution of customer casework, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
- Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction.
- Indexing of documentation.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Manage customer cases and issues effectively and understand when to consult with others, including specialists.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- To provide support for the escalation of service issues.

Personal Specification

Professional and educational qualifications

Essential	Desirable
Undergraduate degree in a relevant discipline such as Social Policy, Politics, Communications, Media, IT, Graphic Design, Social or Economic Policy, English, Journalism, Politics, Business Administration, Communications, Media, Geography, natural sciences, conservation or Built Environment	

Experience

Essential	Desirable
Working as part of a team	Experience of supporting design led or research-based projects to achieve successful outcomes

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Media, Marketing and Communications
Able to communicate effectively both orally and in writing	Digital media content and design
Numerate process data	Politics and Government Policy
Well organised and methodical, with accuracy and attention to detail.	Graphic design
Team worker with ability to work on own initiative and work to deadlines	Social, Economic or Land-use Policy, Urban and Rural Planning
Resourceful and flexible in approach to problem solving and decision making	Computer literate, analytical and logical (business analysts)
Able to perform efficiently and effectively under pressure	Qualitative research techniques
Proficient in MS Office or equivalent	Assimilate information and process data

Knowledge

Essential	Desirable
Knowledge and understanding or relevant discipline	Current issues faced by the public policy environment, local government; transforming public services and / or developing agile organisations