

## Your Role

To support the Director and Associate Planner by providing secretarial and administrative support to enable them to operate at optimum efficiency. Your duties will include greeting and directing visitors and handling correspondence, filing, document management and various other day-to-day office tasks.

## Key tasks and responsibilities

- Managing diaries of both the Director and Associate Planner.
- Setting up conference calls and meetings.
- Typing and collating correspondence and other documents from audio/digital dictation, amending and formatting documents quickly and accurately.
- Printing and scanning documents where necessary.
- To be the point of contact for clients in the absence of the Director and Associate Planner and to answer incoming telephone calls in a professional and friendly manner, taking messages and passing on to the appropriate person(s).
- Other support services including but not limited to taking minutes at meetings and initiating and replying to correspondence on routine matters.
- Assist the Director and Associate Planner with monthly billing.
- Maintaining our efficient and well-organised filing system ensuring compliance with the firm's quality standards and procedures.
- Ad-hoc diary management, booking travel arrangements and organising social events.

## Salary and benefits

- Flexible working
- Company pension
- Annual bonus
- Opportunities to attend events as part of the team

## Location

We offer flexibility to work from our Conwy or Chester office and also work from home, along with the opportunity to work in an environment which allows for an excellent work/life balance.

## Join our team!

The company is a sociable and supportive company. As an equal opportunities employer we aspire to have a diverse and inclusive workplace and suitably qualified applicants from a wide range of backgrounds are encouraged to apply.

Please forward your CV and a cover letter to [rhys.davies@cadnantplanning.co.uk](mailto:rhys.davies@cadnantplanning.co.uk)

Please provide full information about your education and professional qualifications, including attainment levels. Please also consider the Person Specification.

### Person specification

Requirements	Essential	Desirable	Evidenced by
<b>Education and qualifications</b>	A good level of education including GCSE's Grade 4-9 or equivalent in English and Maths.	Positive attitude towards learning and development	CV Interview
<b>Experience</b>	<p>At least 2 years' experience in a secretariat/PA or administration role</p> <p>Experience of audio typing or willingness to undertake relevant training</p> <p>Experience and competence in obtaining accurate messages from clients over the phone</p> <p>Experience of diary management</p>	<p>Previous experience of working in planning or property fields</p> <p>Knowledge of planning terminology and procedure in Wales and England.</p> <p>Use of electronic case management systems.</p> <p>Billing experience.</p>	CV Interview
<b>Skills/Abilities</b>	<p>Excellent verbal and written communication skills, adapts style and able to confidently communicate by telephone, email and in person with a wide range of people</p> <p>Ability to follow instructions and make appropriate decisions</p> <p>Good interpersonal skills with the ability to build and maintain strong collaborative internal and external working relationships</p> <p>Ability to be proactive, to use initiative, work</p>	<p>Ability to speak and communicate confidently through the medium of Welsh.</p> <p>Good written skills in Welsh.</p>	CV Interview

	<p>autonomously and be self-motivated</p> <p>Excellent time management skills with strong prioritization skills and ability to effectively manage workload</p> <p>Reliable and diligent with good attention to detail.</p> <p>Methodical approach to tasks and problem solving</p>		
<b>Knowledge</b>	Computer literate and competent in using Word, Excel, Outlook and Teams	Knowledge and understanding of principals of GDPR.	CV Interview
<b>Other attributes</b>	<p>Maintain a professional image at all times</p> <p>Excellent client care skills</p>		CV Interview