



## Job Description

<b>Job Title</b>	NSIP Officer (Student Placement)		
<b>Directorate</b>	Operations		
<b>Team</b>	OG2 NSIP		
<b>Job Purpose</b>	To support the processing of applications for Development Consent for Nationally Significant Infrastructure Projects.		
<b>Post Number</b>	3	<b>Grade</b>	AO APP
<b>Date</b>	2 January 2023		

### Responsibilities

#### Operational Delivery

- Engage with Applicants and organisations to provide information and advice on the NSIP process.
- Attend and take notes of project-specific meetings with Applicants
- Attend on-line and in-person events, providing administrative support to Inspectors, assisting with logistics and responding to customer queries.
- Manage project mailboxes, respond to enquiries, and track correspondence.
- Create and maintain the Case Team's mailing list according to relevant legislation.
- Liaise with the internal administration team to arrange for documents to be redacted, published and sent in mail shots.
- Assist Case Managers and Case Officers in preparing reports, issues trackers and summaries for Inspectors
- Mentor and provide training to students on placements.
- Proactively use internal work instructions and guidance customers to provide accurate responses to queries.

#### Customer relationships

- Provide excellent customer service to members of the public, the applicant, local authorities and other organisations.
- Work with internal teams, organisations and the Secretary of State to share relevant documents.

#### Team

- Build supportive relationships within the National Infrastructure team.
- Share process improvements and efficiency ideas and solutions to enhance team and organisational performance.
- Work to improve the team's performance by making time for self-development and mentoring colleagues by continuously seeking and acting on feedback.



## The Planning Inspectorate

- Ensure personal and organisational data is stored and managed in line with organisational policies and procedures.

### Knowledge, skills & experience

#### Essential

- You will be studying a relevant course, such as planning, policy, human geography etc. and your degree must contain a placement year
- Demonstrable experience of working within an administrative environment.
- Good Microsoft IT skills to manage large spreadsheets of text, and complex reports.
- Proven ability to accurately check a range of data and information records
- Excellent customer service providing comprehensive written correspondence and telephone contact to a wide variety of customers.
- Prioritise and manage risks communicating clearly with managers and support teams.

#### Desirable

- Experience with MS Teams or other online meeting platforms, and with managing multiple mailboxes in MS Outlook
- Involvement in planning or consenting regimes
- Knowledge of the Planning Act 2008
- Ability to attend public events which could include overnight stays.

## Please read the following notices before making an application

### Hybrid Working

This is a hybrid role with a mixture of homeworking and attendance at our office in central Bristol.

### Complaints

If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact in the first instance: Head of HR, Planning Inspectorate, Room 3P Kite Wing, Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN.

If you are not satisfied with the response you receive from the Planning Inspectorate, you can contact the Office of the Civil Service Commission:  
[civilservicecommission.independent.gov.uk/recruitment/civilservicerecruitmentcomplaints/](https://civilservicecommission.independent.gov.uk/recruitment/civilservicerecruitmentcomplaints/)



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## **ID Checks**

We must check that any successful candidates are allowed to work for the Civil Service before we employ them. If successful, we will need to verify your original documents that show your Right to Work under Civil Service Nationality Rules with you present via a Microsoft Teams call.