

***CANDIDATE  
RECRUITMENT  
PACK***

ARCHITECTURE & PLANNING SUPPORT ADMINISTRATOR  
LOCATION | GLASTON

## *Welcome to Gateley Smithers Purslow*

Dear Candidate

Thank you for considering a role with Gateley Smithers Purslow.

We are proud of our employees and the role that they play in growing the business. We have ambitious plans to expand over the next few years and are looking for people who share the same vision.

We have a culture built on respect and teamwork, building and fostering relationships, working hard but in a supportive, concerned, empathetic manner. You will need common sense, a sense of humour and we like to feel that everyone is involved, valued and appreciated.

We are looking for an Architecture & Planning Support Administrator to support the growth of our Architecture & Planning team. This is a busy and varied role, involving all stages of the design and construction process. The role will suit an ambitious individual with drive, passion for customer service and who believes in our values.

In return, we will offer you a rewarding career and a role in an exciting development for us for the future. You'll be involved in a wide range of projects in all construction sectors. You won't be bored, as every day is different!

If this sounds like the business that you would thrive in, then please forward your CV and covering letter to [vacancies@gateleymitherspurslow.com](mailto:vacancies@gateleymitherspurslow.com) stating why you are the ideal person to join our team.

Yours sincerely  
GATELEY SMITHERS PURSLOW



Stephen Fraser  
Managing Director

# *ADVERTISEMENT*

## *Architecture & Planning Support Administrator*

Gateley Smithers Purslow, are looking to recruit a full time Architecture & Planning Support Administrator to join our growing team. This is a busy and varied role providing support to the Architecture & Planning team on a wide range of projects, including insurance work, primarily residential and commercial buildings in all forms of construction.

We have ambitious plans to expand over the next few years and are looking for people who share the same vision.

This position provides a perfect opportunity for the successful candidate to show their ambition, drive and passion for customer service, as well as delivering our values, a professional manner and good interpersonal communication skills are essential.

The post is a full time, permanent position, working 37.5 hours per week with a competitive salary and company pension scheme.

If you are self-motivated, have a real enthusiasm to progress and are looking for your next challenge then please email [vacancies@gateleymitherspurslow.com](mailto:vacancies@gateleymitherspurslow.com) attaching your Curriculum Vitae.

## ***Job Description***

Job Title | Architecture & Planning Support Administrator

Report to | Line Manager

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## ***Job Purpose***

The A&P Support Administrator role is to provide support to the Line Manager / Director of the technical team on business development and growth activities and provide assistance in coordinating workload and other general support.

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## ***Responsibilities***

- To provide general support for colleagues within technical team by arranging meetings, briefings, travel arrangements, filing, typing, archiving, printing, photocopying and post sorting where necessary.
- Assistance with and preparation of architectural and planning tenders.
- Assist with technical team WIP list and invoicing for the team.
- To assist the Line Manager in the efficient use of resources and systems.
- Respond to internal and external enquiries effectively, efficiently and within service standards, fielding and directing calls appropriately and taking clear and concise messages.
- Diary management for the technical team.
- Promote high standards and champion the company's Business Management System (BMS).
- Managing Line Managers incoming emails and enquiries where appropriate.
- Assisting Line Manager with team management.
- Archiving and file management.
- Streamlining company documents.
- Assist with marketing activities on behalf of the line manager and technical team.
- Liaise with Administrative Manager on behalf of the Line Manager.
- Liaise with HR on behalf of Line Manager and technical team on CPD events and training.
- At all times to comply with the requirements of the Company's administrative, personnel procedures and Health & Safety regulations.

# ***PERSON SPECIFICATION***

The information listed below will be used to select individuals in line with our recruitment policies and are our minimum requirements.

## ***Experience***

- Experience in handling a broad range of customers on the telephone, providing high quality customer care and understanding.
  - Experience of working with individuals across departments and liaising with external customers.
  - Experience in organising or managing tasks across a small group of people.
  - Experience using Microsoft Excel, Microsoft Word and Microsoft PowerPoint.
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## ***Qualities and Skills***

- Enthusiastic, committed and a fast learner with previous experience of a busy environment.
- Computer literate
- Good time management skills, solid organisational skills and the ability to prioritise a varied workload.
- Ability to work on own initiative but understand the importance of working well within the team.
- Personable with strong communication skills – both verbal and written.

# CANDIDATE INFORMATION

## *Working at Gateley Smithers Purslow*

It's always hard to know what an organisation is like to work for. It is really important to us that you make the right move for your long-term career. Rather than quoting corporate speak, we thought we would ask our staff what the culture is like and they explain it in their own words below:



An honest, professional, people-focused establishment where encouraging and empowering management support loyal and hardworking staff. Gateley Smithers Purslow's family values and integrity foster a positive, sociable, no-blame culture.

Gateley Smithers Purslow's culture is one of positive attitude with a first-class work ethic that inspires and elevates talent and leaves you with a sense of involvement, achievement and appreciation.

Employees are encouraged to work on their own initiative, giving a feeling of genuine contribution and trust.

Gateley Smithers Purslow is extremely family-orientated, has great camaraderie and prides itself on really 'caring' for its employees and clients.

Integrity, honesty, hard work, togetherness and 'the will to succeed' are the key to its success.



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We recently achieved Investors In people at the Platinum level. We've included some extracts from the report as we felt it helped explain who we are:

- Employees at Smithers Purslow consider that the company is an excellent place to work and is extremely customer focused
- People commented that the Directors "reflect our values of hard work, integrity and looking after people and customers".
- There is a high amount of informal interaction in the office; it is part of the Smithers Purslow culture that people update one another frequently and do not hold back information
- High performance is very much encouraged. "Everyone here does the job to the best of their ability. That's why I like it here".

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## *Our Values*

*To be the best at what we do,  
providing top customer service*

*To be understanding and  
straight forward*

*To empower and respect our  
people, and have great  
teamwork*

*To be independent, honest and  
fair*

Gateley / SMITHERS  
PURSLOW

***THE  
PACKAGE***



## ***Salary***

We want the best people and we know that this means offering a salary that is usually more than the industry standard. We don't have lots of extra add-on benefits as we prefer to give people the choice about what they want and don't need. So, we try to keep things simple and set out our basic benefits and then give you the salary to enable you to make the choices that suit you.



## ***Bonus***

We like to share in success. When we are successful we all enjoy a share in a bonus at Christmas. We make sure that everyone will benefit in our team success.



## ***Pension***

We offer a pension scheme with an employer contribution of 7.5%. You are automatically enrolled when you join the company.



## ***Family Friendly Policy***

We offer a generous family friendly policy once probation has been completed.



## ***Working Hours***

Our core hours are 37.5 per week, but as with all jobs in the sector, the working hours need flexibility to complete the jobs as required for customers. In return, we don't count hours and offer you some give and take flexibility as well.



## ***Holidays***

We offer 25 days holiday plus bank holidays. We also have a generous long service holiday benefit in place.



## ***Sick Pay***

It is reassuring to know that if you need to be off sick for major or minor illnesses then we are able to support you with a generous company sick pay policy.



## ***Career Development***

We offer some great opportunities to develop your skills and your career. Many of our staff have been internally promoted and have had investment in their training and development over the years. We particularly offer working on cross-functional project teams which means you get to find out all about other areas and use your strengths for the benefit of the business.



## ***Social Events for the Team and Family***

We offer regular social events including Friday BBQs, a summer garden party for families and a Christmas party for staff and partners. We believe that spending time together helps us work better as a team and your personal life is just as important as work life.



## ***Professional Subscriptions***

We will cover the cost of one of your professional subscription per year.



## ***Health Bonus***

The Health Bonus will be in place from January 2022 and provide support in an annual benefit to staff wishing to claim a health product or service up to the value of £85. The Health Bonus is provided to directly benefit your wellness, in supporting your physical, emotional, or psychological wellbeing.



## ***Employee Referral Bonus***

Employees who refer a candidate who is selected to fill a position with the company will receive a Referral Bonus



## ***We Care***

You will have access to a service called WeCare which provides you and your family household with a 24/7 GP, mental health support – up to 10 sessions of counselling and a great get fit programme.



## ***Life Insurance***

We will provide you with Life Insurance x2 your Annual Salary.