

ARCHITECTURAL SUPPORT OFFICER JOB DESCRIPTION

Purpose	Supports the Trust's architectural and planning function by administering applications for alterations to properties and ensuring processes run efficiently.
Reports to	Head of Architecture
Key relationships	Architectural team; Estates team; Business Support Officer; residents and applicants; external architects, owners and agents
Direct reports	None

OVERVIEW

The Hampstead Garden Suburb Trust protects, maintains and enhances the unique character of Hampstead Garden Suburb - an internationally important example of early 20th-century town planning and architecture.

The **Architectural Support Officer** plays a central role in this work. You will support the day-to-day operation of the Trust's consent process, helping applicants and their advisers with applications, maintaining accurate records, and ensuring decisions are communicated clearly, professionally and with authority.

This is a varied role combining administration, public-facing work and exposure to architecture and conservation. It would suit someone with an interest in the built environment and heritage who enjoys detailed work and engaging with the public.

The role supports a high volume of applications across the Suburb and is central to the Trust's day-to-day operation.

MAIN RESPONSIBILITIES

Architectural and technical support

- Support the architectural team in reviewing applications, including preparing summaries and assisting with research and policy.
- Maintain a strong working understanding of the Trust's Design Guidance and relevant policies.
- Assist applicants in understanding how proposals align with the Trust's requirements while being clear about the Trust's role and the limits of advice that can be provided.
- Attend occasional site visits with colleagues to view properties and proposals.
- There will be opportunities to contribute to talks and events, depending on interests and experience.

Application and consent process

- Manage the administration of applications for Trust consent, ensuring they are registered, validated and processed efficiently.
- Act as a first point of contact for applicants and their advisers, providing clear guidance on process and requirements.
- Calculate and process application fees; raise invoices and maintain accurate financial records.
- Notify neighbours and manage consultation processes in line with Trust procedures.
- Prepare and issue decision letters and consent documentation.
- Track applications through each stage of the process, ensuring deadlines and actions are monitored and progressed.

Committee and governance support

- Prepare and circulate papers for Plans Committee and Trust Council.
- Take clear and accurate minutes and support follow-up actions.
- Assist in the preparation of reports and recommendations.

Records and systems

- Maintain accurate and up-to-date records of applications, decisions and property information.
- Support ongoing improvements to record-keeping, processes and digital systems.
- Ensure documentation is well organised, accessible and compliant with Trust requirements.

Team and office contribution

- Respond to general enquiries from residents by phone, email and in person.
- Work collaboratively with colleagues to support the smooth running of the Trust office.
- Undertake any other duties relevant to the role as required.

WHAT SUCCESS LOOKS LIKE

- Applications are processed efficiently, with clear communication to applicants and residents.
- Records are accurate, complete and easy to access.
- Committee papers and minutes are clear, concise and timely.
- Applicants feel well supported and understand the Trust's processes.
- The architectural team is well supported in delivering high-quality decisions.

PERSON SPECIFICATION

Experience

- Maintaining accurate records and working with structured processes
- In an administrative or support role
- Dealing with customers or the public
- Experience or interest in architecture, planning or the built environment desirable
- In a conservation or planning context desirable

Competencies

- Organised and methodical, with strong attention to detail.
- Clear and confident written and verbal communication.
- Comfortable with reading architectural plans
- Able to manage workload and prioritise effectively.
- Comfortable working with data and systems.
- Professional and courteous in dealing with enquiries.
- Able to handle a high volume of work with accuracy and consistency
- Works well as part of a small team.
- Interest in architecture, heritage, conservation or planning desirable.

OTHER DETAILS

- Full time, 9am – 5pm, with evening working until around 9pm for approx. 10 evenings per year (usually Tuesdays) for which time off in lieu is given
- Office-based at the Trust's premises in NW London
- Salary band: Support Officer
- 25 working days' annual leave and a contributory pension scheme