

Job Description

Management Group:	Place
Department:	Development Management
Reports to:	Development Management - Area Team Manager
Team:	Development Management
Grade:	Bexley 16
Job title:	<u>Deputy Area Team Manager</u>

1. Purpose of the job

To handle a caseload of large-scale and complex major planning applications and deputise for the Area Team Manager in managing an area team, driving casework quality, service improvement and effective handling of enquiries and complaints.

2. Dimensions

You will combine the management of your own focused caseload of large-scale and complex major planning applications with deputising for the Area Team Manager in leading and managing an area team of planning officers, balancing both as integral parts of the role. You will take large-scale and complex applications from pre-application engagement through to determination, including those subject to planning performance agreements. This will involve negotiating with applicants and their agents, attending meetings, writing reports, securing planning obligations and agreeing conditions, as well as presenting cases at Planning Committee. Alongside this, you will allocate and oversee team casework, quality assure officer reports and decisions, and support officers' professional development. You will provide expert advice on development management matters to colleagues, Members and the public, and prepare and oversee appeal cases, hearings and inquiries. You will contribute to improving procedures and performance across the service, respond to enquiries and complaints, and undertake project work where required. You will report directly to the Area Team Manager and deputise for them as required.

3. Hardest part of the job

Balancing the demands of a caseload of complex major applications with the leadership and management responsibilities of deputising for and supporting the Area Team Manager, while ensuring that decisions across both are timely, sound and robust, and delivering good customer service throughout.

4. Principal accountabilities

Direction / Implementation

Responsible for managing a caseload of large-scale and complex major planning applications, meeting corporate performance and quality targets. To allocate, monitor and manage the team's casework in line with performance, wellbeing and development objectives, deputising for the Area Team Manager as required.

Responsible for making informed, professional decisions on all planning matters, including all types of planning permission, Section 106 agreements, planning conditions, Listed Building Consents, Advertisement Consent, Prior Approvals, Tree Preservation Orders and related consents. To oversee the decisions of officers within the team and to exercise delegated authority to determine applications and sign off decisions in accordance with the Council's scheme of delegation.

To quality assure officer reports and decisions, ensuring they are timely, well-reasoned and legally robust.

To ensure systems and records relating to team casework are accurate and up to date, and to lead the review and improvement of procedures within the team and wider service.

To provide professional advice, support and mentoring to officers, supporting their development and helping them carry out their duties effectively.

To promote and uphold high standards of customer service across the team in the delivery of the development management service.

Organisational Control and Development

To support the Area Team Manager and Head of Development Management in reviewing and developing the functions, structures, procedures and working practices of the team, making full use of new technology to deliver efficient and effective services to agreed standards.

Staff Management and Development

To assist with the line management, mentoring and guidance of a team of planning officers and help with recruitment, appraisal and development of staff within the team so as to promote a high level of competence that meets service needs and provides equality of opportunity for all employees.

Personal Effectiveness

- a) Work on own initiative with minimal direct supervision, directly supporting the Area Team Manager in the management and supervision of an area team of planning officers, and deputising for them when necessary.
- b) Exercise supervisory responsibility for specified planning officers or application types. This includes allocating and overseeing casework, quality assuring officer reports and decisions, and supporting officers' professional development.
- c) Process a range of highly complex and large-scale planning applications, and other types of proposals as required, carrying out site visits in an effective and tactful manner.
- d) Participate in the delivery of service plan objectives and other service improvements, using knowledge and expertise to identify efficiencies of benefit to the team and wider service.
- e) Provide information and advice to all those requesting it, including other Council officers, Senior Managers, Elected Members and Lead Members, and respond promptly to Member enquiries and corporate complaints.
- f) Present the Council's case at appeals, including written representations, informal hearings and Public Inquiries.
- g) Attend Committee meetings to present applications as required.
- h) Represent or lead (as appropriate) the Development Management Department on corporate working groups, development teams and other types of joint working as required.
- i) Establish and develop effective working relationships and productive partnerships with internal and external partners, including legal services, planning enforcement, environmental health, building control, highways, housing, and the independent and voluntary sectors. This includes providing advice to enforcement officers.
- j) Provide timely and relevant advice to the Area Team Manager on any sensitive issues, including complaints and any other matter (professional or personal) that may affect the team and its day-to-day operation.
- k) Respond to requests for information as per Freedom of Information, Environmental Information Regulations and Subject Access Requests.

- l) Be fully conversant with relevant statutory provisions and the Council's constitution, scheme of delegation, processes and procedures, and develop the full range of professional skills and knowledge required by the post, including completing all mandatory training.
- m) As part of the team's management, take individual and collective professional responsibility for championing the Council's equality, diversity and inclusion agenda. This includes proactively implementing initiatives that secure equality of access and outcomes, and committing to continually developing personal understanding of diversity.

5. Organisation

The Development Management team is currently made up of the Head of Development Management, 2 Area Team Managers, a Deputy Area Team Manager, 4 Principal Officer posts and 6 Planning Officer posts, with other associated roles within the wider service area. For information about the Senior Management Structure for Bexley Council, please visit this link <https://www.bexley.gov.uk/about-council/senior-council-officers/senior-officers-job-descriptions>

6. Additional Information

To be prepared to attend evening meetings, such as Planning Committee, public consultation events and other meetings within the borough. From time to time, the postholder will need to work hours beyond their contracted hours to meet pressing deadlines.

7. Supplementary Information

The Council is embarking upon an ambitious Growth Strategy which will see Bexley promoting one of the largest regeneration programmes in London. The postholder will play a key role in delivering this by leading on large-scale and complex major applications, including pre-application engagement and the negotiation of planning conditions, Section 106 agreements and Unilateral Undertakings. They will also work to resolve planning issues from pre-commencement through to post-commencement obligations, so that approved development is delivered in the borough. They will support and develop officers within the team to deliver a high-quality, responsive development management service that enables good growth.

The Council operates a scheme of delegated powers for the determination of planning applications and related matters. For information about the Council's Constitution and scheme of delegation, please visit: [Council's Constitution | London Borough of Bexley](#)

Approval - We confirm that this Job Description conveys a full and accurate description of the role as at 21 September 2026.

Signed:

A handwritten signature in black ink, appearing to be 'Jody Williams', with a stylized, cursive script.

Jody Williams

Area Team Manager - South

APPENDIX A

PERSON SPECIFICATION

Personal Criteria KEY: D = Desirable E = Essential	Deputy Area Manager (BEXLEY 16)
Qualifications / Experience	
RTPI Accredited Post Graduate qualification.	D
Post Graduate qualification in relevant subject.	E
Eligibility for membership of RTPI.	E
Demonstrable experience of working in a Development Management related role or sector.	E
Experience of working in UK based Local Authority or Private Sector development management department.	E
Evidence of presenting at Planning Committee and to Planning Appeal hearings and/or inquiries and negotiating S106 and Planning Performance Agreements.	E
Proven ability to mentor officers, management and decision making experience as well as experience dealing with a range of large scale complex cases, in a development management context within UK or within a system with applicability to UK based planning system.	E
Other planning related work experience.	D
Knowledge / Skills	
Detailed understanding of UK and London planning policy, legislation and the wider development management planning processes and relevant case law.	E
Ability to draft and critique reports, briefing notes and deal with correspondence.	E
Ability to work with Office 365 and other relevant IT packages and resources.	E
Experience of positive conflict management.	E
Ability to successfully negotiate.	E
Management and decision making experience	E
Ability to mentor and lead officers	E

Communication	
Good oral communication and written skills.	E
<i>This post is covered by the statutory duty under Part 7 of the Immigration Act (2016) (English Language Requirement for public sector workers) and therefore the ability to speak fluent English is an essential requirement for the role. <u>English Language Requirements for Public Sector Workers:</u></i> • <i>Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.</i> • <i>Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.</i> • <i>Ability to listen to customers and understand their needs.</i> • <i>Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.</i>	
Customer Service	
Commitment to customer care and professionalism.	E
Commitment to promote equality and diversity.	E
Managing self and others	
Sound judgement.	E
Ability to take instruction, initiative and work with minimum supervision.	E
Ability to work as part of a team and lead officers.	E
Experience of line management, including appraisal and managing performance.	D
Additional Specs for the post	
Occasional evening availability.	E
UK Driving licence or licence which allows applicant to drive within UK.	D
Available to do site visits across borough.	E
Home internet.	D

APPENDIX B

High Performance Indicators

Post Title: Deputy Area Manager		Grade: BEXLEY 16
Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and cost-effective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Partnership	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity

Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners	I am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I design services that provide value for money and deliver our outcomes, informed by evidence I produce, prioritise and adapt plans to meet changing requirements I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance