

Management Group: Place

Department/Section: Development Management Planning Enforcement

Job Title: Planning Enforcement Officer / Senior Planning Enforcement Officer

Reports to: Planning Enforcement Manager

Grade: Bex 12 - Bex 14

Fixed Contract: Maternity Cover - 12 months (with scope to extend)

Purpose of the job

Through the application of competent Development Management skills, and with significant experience in planning enforcement role, to positively contribute to the regeneration of the borough through the innovative and practical use of planning enforcement legislation and guidance. To ensure that development is being carried out in the appropriate locations and to support growth and regeneration in the borough.

Dimensions

You will be responsible for a high caseload which will vary in complexity from complaint to resolution. You will work as part of a friendly team, providing your professional expertise on matters related to planning enforcement. Your duties will include the investigation of reported breaches of planning control from receipt to conclusion, serving of formal notices, preparation of appeal cases and compliance; and project work where required. You will assist colleagues in the team and wider team in carrying out their day-to-day work where required. You will report directly to the Planning Enforcement Manager on all related planning enforcement matters.

Principal accountabilities

Implementation

Responsible for a caseload of planning enforcement cases and to meet corporate management targets and quality targets. To set and manage casework in line with performance, wellbeing and development objectives, or as required by the Planning Enforcement Manager.

Responsible for making informed, professional decisions on matters that relate to Planning, including, all types of planning permission, Enforcement Notices, Section 106 Agreements, Conservation Areas, Listed Buildings, Tree Preservation Orders, High Hedges etc.

To maintain and update systems and records in relation to casework; and to assist with the review of (as required) of the procedures employed within the section.

To assist colleagues in carrying out their duties where required.

Promote good customer service in delivering the Planning Enforcement service.

Organisational Control and Development

To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Staff Management and Development

To assist the team in carrying out their duties on related planning enforcement matters and to build resilience in the team by developing your own knowledge and to contribute to the professional personal development of others. There is no direct line management of other staff.

Personal Effectiveness

- a) Evaluate and make sound recommendations on planning enforcement cases, the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects including the drafting of enforcement and other notices, writing witness statements and appearing in court as a planning witness, preparing papers for prosecution and dealing with planning applications as directed and dealing with all matters at appeal.
- b) Carry out site visits in an effective and tactful manner, gathering the necessary evidence to enable cases to be resolved, the complexity of which will rise with progression through the career grade from simple to more complex cases.
- c) Defend the Council's decisions at appeals to the Planning Inspectorate, the complexity of which will rise with progression through the career grade from simple to more complex proposals and projects.
- d) Be aware of the relevant statutory provisions and the Council's constitution, processes and procedures.
- e) As a member of a planning area team, take individual and collective professional responsibility for championing the council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes and commit to continually developing personal understanding of diversity.
- f) To present timely and relevant advice and information to your line manager on any sensitive issues, including matters of complaint, or other issue (professional or personal) that may impact on the team and its day-to-day operation.
- g) To deal promptly with all matters requiring the post holder's personal attention.
- h) To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of professional skills and knowledge to satisfy the requirements of the post.
- i) To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in legal services, environmental health, building control, highways, housing, social services, Independent and voluntary sectors.
- j) Respond to Member Enquiries as directed.
- k) Respond to Freedom of Information and Environmental Impact Requests.
- l) Complete all Mandatory Training Modules
- m) To develop the full range of professional skills and knowledge to satisfy the requirements of the post.
- n) To use knowledge and expertise to identify any efficiencies that may be beneficial to the planning enforcement team and wider team in the delivery of this service.

Person Specification

Management Group: Place

Department/Section: Development Management / Planning Enforcement

Job Title: Planning Enforcement Officer / Senior Planning Enforcement Officer (Maternity Cover)

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
First degree or equivalent that would allow entry onto RTPI accredited postgraduate degree	D	A
Eligible for Membership of RTPI or RICS (Planning & Development)	D	A
Evidence of relevant Continuing Professional Development (CPD).	E	A
(b) Relevant technical experience, knowledge & skills/abilities		
From a planning enforcement perspective, a good understanding of current issues & developments affecting planning, regeneration & local government in London.		A/I/PE
From a planning enforcement perspective, an understanding of main central government & development plan policy issues.		A/I/PE
From a planning enforcement perspective, an understanding of development management legislation.		A/I/PE
From a planning enforcement perspective, a good understanding of the operation of local government.		A/I/PE
Track record of professional achievement in a similarly large and complex organisation.		A/I/PE

- | | |
|--|--------|
| • Experience of providing a support function to a Planning Service. | A/I/PE |
| • Planning Enforcement: several years' experience including complex breaches, drafting and serving a range of notices, preparing papers for prosecution and writing witness statements and giving evidence in court. | A/I |
| • English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone: | A/I |
| • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. | A/I |
| • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. | A/I |
| • Ability to listen to customers and understand their needs. | A/I |
| • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. | A/I |

(c) Other Additional Requirements

- | | | |
|--|---|-----|
| • To be prepared to attend evening and weekend meetings (e.g. committees & events within the borough) and from time to time and to work hours required to meet pressing deadlines that may exceed contracted hours and carry out enforcement investigations late at night as required. | E | A/I |
|--|---|-----|
-

-
- This post also requires the postholder to have **E** **DL** a valid UK Driving license, access to a vehicle and the ability to carry out required site visits.
-

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

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
Collaboration	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 externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	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 adapt my style to the audience and their needs, using the most appropriate communication channels	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 am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	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 design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance