

Job Family:	Delivery – Front Line – Professional knowledge	Grade:	9
Job Title:	Principal Planning Enforcement Manager	Directorate:	Environment, Housing and Neighbourhoods
Date:	1st December 2016	Version:	1:1

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with the most complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance.

Roles requiring a level of professional expertise to deliver a front line service.

Brief Description of job role and department

To manage the performance of the Planning Enforcement Team in all enforcement matters related to the control of development of land under the Town and Country Planning Acts and related legislation. The post may be required to manage additional staff when required. To be responsible for the efficient management, development and delivery of a customer focused, planning enforcement service in accordance with corporate priorities. To work closely with planning officers and other Council department to develop an integrated enforcement service.

Representative accountabilities

- Deliver complex service activities and manage caseloads to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Liaise with customers to review service requirements and resolve problems.
- Lead on the development of specific policies and procedures to contribute to the continuous improvement in own work area.
- Where relevant co-ordinate the work of a team, either formally or as part of a project to ensure individual and team objectives are delivered.
- Keep up to date with changes in relevant policy and legislation to ensure delivery in own work area is effective and complies with appropriate regulations/statutory guidance.

Budgetary accountabilities
It is fully acknowledged that the post holder will not be responsible for the direct day to day management of a specific budget(s), however, in the current economic climate it is accepted that the following does clearly apply to this role. The PH will be held to account by the Executive Head and others for the efficient and economic use of all LBS resources, especially, during these austere times where the public we serve demand more for less.
Specific accountabilities
<ul style="list-style-type: none"> • To ensure that all recommendations within the team are carefully considered having regard to the Development Plan and Corporate objectives to ensure excellent customer confidence in delivering quality outcomes and to meet targets. • To prepare, check and agree written reports for delegated business and, when required, Planning Committee for clarity, accuracy, quality and soundness of recommendation being conversant with Suttons Development Plan, National Policy Guidance and Legislation. To make decisions under delegated authority. • To investigate and record reports of unauthorised development/use through site inspections, interviews and observations. To negotiate with developers/landowners in order to remedy the breach or secure a successful outcome. To prepare concise reports and file notes to form the basis of any necessary legal action. • To suggest, provide and monitor benchmarks and other statistics for enforcement service and to ensure that all agreed targets are consistently met. • To be able to present complicated information clearly to a wide range of audiences and to attend Committees when required. • To prepare written statements of the Council's case in relation to written representation enforcement appeals, Local Hearings and Public Inquiries and prepare and present the Council's case at Informal Hearings, Public Inquiries and Court when required. • To develop strong working relationships with all key stakeholders including Members, Senior Officers and external bodies. • To be responsible for staff selection and recruitment, motivation, conduct and discipline, and to manage capability and sickness issues relating to permanent and agency staff. To train and develop team members. • To carry out other duties commensurate with the post and to deputise for the Planning Manager and/or Head of Service as required. • The postholder, on occasions, will be required to carry out investigations and observe others outside normal office hours.
Person specification (knowledge, skills, experience and behaviours required in the role)
<ul style="list-style-type: none"> • An appropriate degree in planning or a related discipline and at least five years planning experience of which at least 2 years must have been in planning enforcement work within a Local Authority. • Proven ability to communicate clearly and courteously to a wide range of audiences both orally and in writing and to be able to deal confidently with members of the public, Councillors, applicants and their agents. • Ability to present at Committee when required and at appeal through the written representation, informal hearings and public inquiry procedures along with presenting evidence at Court. • Proven experience in negotiating successful outcomes and resolving disputes. • Proven ability to write clear, concise and accurate reports on complex cases and be able to make clear recommendations. Ideally experience in making and agreeing decisions under delegated authority. Experience of writing reports, letters, briefings, statements and other records that may be used in official proceedings.

- Proven knowledge and understanding of planning legislation, policy and procedures in the relation to development management.
- Ability to manage and prioritise the team's workload in order to meet deadlines with minimum supervision.
- Good political awareness.
- A commitment to working with other Officers to improve service delivery and an understanding of how this can lead to Best Value.

To be aware of and perform the duties of the role in accordance with all Council policies and procedures including:

- [Health and Safety](#);
- [Risk Management](#);
- [Finance](#) (including code of conduct, fraud and compliance);
- [Equalities and Diversity](#);
- The Council's [Core Behaviours](#);
- [Information Security](#) and the [Data Protection Act](#);
- The Council's Core Values and other Borough and Group policies and procedures;
- Undertake duties consistent with responsibilities of the post as required by the designated line manager/supervisor.
- The post holder should hold a full UK driving licence