



GUILDFORD
B O R O U G H

**Planning Enforcement Team Leader,
Senior Planning Enforcement Officer
& Planning Enforcement Officer
FG20 SD12**



Job Title	Planning Enforcement Team Leader Senior Planning Enforcement Officer Planning Enforcement Officer-
Service Area	Specialist Services – Planning Development
Grade	Planning Enforcement Officer Level 1 – Grade 5 Planning Enforcement Officer Level 2 (Senior Planning Enforcement Officer) – Grade 6 Planning Enforcement Officer Level 3 (Principal Planning Enforcement Officer)– Grade 7 Planning Enforcement Team Leader Level 1 – Grade 8 Planning Enforcement Team Leader Level 2 – Grade 9
Job Reference	FG20 SD12

Reporting to	Responsible for
Planning Enforcement Team Leader: Executive Head of Place	Planning Enforcement
Planning Enforcement Officer: Planning Enforcement Team Leader	Not applicable

Team Purpose
Provide expertise to deliver the Council's outcomes in the Planning Development Service, with emphasis on maintaining compliance with planning permissions, lawful uses and regulations

Role Purpose
To deliver a professional service with high standards of advice and support and resolving cases of varying complexity as they arise. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to council policy. Deliver projects, interventions and initiatives and develop policies (together with the Planning Strategy teams) in-line with corporate and business plans. Ensure and develop appropriate levels of quality and specialist knowledge within the Case Management and Customer Services teams.



Key Accountabilities

Planning Enforcement Officer Level 1:

- Provide technical oversight of planning enforcement
- Deliver customer-focused specialist advice, services and enforcement for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Ensure personal, professional development is maintained to the required standards
- Working collaboratively with colleagues across the organisation, members and managing key relationships e.g. with members, partners, other stakeholders.
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles
- Responding to customer calls.
- Contribute to the Council's legal duties under any current or future legislation that would assist the post holder to complete their task.

Planning Enforcement Officer Level 2 (in addition to the above):

- Manage complex or contentious cases and inspections that will require an understanding of planning enforcement, processes and compliance, regulations and legislation, acting as the single point of contact for customers on those cases, attending court as appropriate
- Acting as member of corporate or community project teams - providing specialist advice and input
- Provide functional guidance to customer service advisors and caseworkers for planning enforcement

Planning Enforcement Officer Level 3 (in addition to the above):

- Owning key professional and technical stakeholder relationships on behalf of the Council relevant to day-to-day delivery of services or projects
- Provide functional guidance of complex or contentious applications, cases and inspections in planning enforcement

Planning Enforcement Team Leader Level 1 (in addition to the above):

- Have a deep understanding of more than one specialist compliance area, enabling resolution of a broader range of more complex cases, applications and inspections and providing resilience and flexibility within the team
- Provide functional leadership for planning enforcement officers ensuring the provision of professional services that meet customer needs
- Support preparation of reports for council committees and other internal and external meetings

Planning Enforcement Team Leader Level 2:

- Prepare and present reports to council committees and other internal and external meetings
- Assisting the development of the community of practice across the organisation including mentoring staff in order to improve delivery of the specialism and support career development.

Appointment and progression through grades will be based on the needs of the business



Key Objectives	
Working with customers	Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes. Develop digital and self-service channels and implement customer enabling and prevention opportunities.
Working towards the Corporate Plan	Contribute to Corporate Plan development and the development of associated plans and policies. Deliver agreed objectives and services associated with the Corporate Plan.
Knowledge of services	In-depth understanding of specialist area, being professionally qualified in one and good understanding of the operation of .
Using systems effectively	Advanced skills in a number of Specialist Services systems and proficient in use of customer services systems.

Specific Tasks	
Case management skills	Lead/assist/support a Community of Practice across Specialist Services. Manage and resolve complex or contentious applications, cases and inspections using specialist expertise and judgement, act as a single point of contact for customers, and attend court if necessary. Advise the Case Management team on aspects of minor/less contentious applications or cases.
Team work and working with others	Work collaboratively across the council to provide a seamless service to customers, collaborate on corporate projects and engage positively and effectively with members, partners and other stakeholders. Conduct self and work in ways which encourage communication and empowerment within the team. Develop skill levels of self and others to support multi skilling and knowledge transfer.
Enquiries, reports and service requests	A member of a comprehensive specialist customer focused advice team, ensuring specialist advice and input is provided where required. Provide specialist advice and input to commissioning and contract management.



Specific Tasks	
	Prepare and present reports to committees or other internal or external meetings.
Processing and administration	Access and accurately update all relevant information systems, ensuring the "golden customer record" conforms to all verification and validation processes and in accordance with Data Protection principles and council policy.
Strategy and policy	Support projects and contracts within own professional area that deliver community and corporate objectives. Provide specialist advice and input to corporate projects.
Performance	Implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council. Draft policies which respond to emerging legislation, best practice and guidance to ensure continuous development and improvement in services. Understand strategy, performance and quality assurance standards and service/financial planning requirements for own specialist area.

Qualifications
<p>Planning Enforcement Officer Level 1: Educated to NVQ level 3 / A Level standard or equivalent experience.</p> <p>Planning Enforcement Officer Level 2: Educated to A' level standard/NVQ 3 and/or experience in working in specialist area. Degree in a relevant subject (desirable).</p> <p>Planning Enforcement Officer Level 3: Degree / relevant qualification and/or extensive work experience in specialist area. Working towards professional qualification</p> <p>Planning Enforcement Team Leader Level 1 & 2: Degree / relevant qualification and extensive work experience in specialist area. Relevant professional qualification.</p>



Knowledge, Skills and Experience	
<p>Planning Enforcement Officer Level 1:</p> <ul style="list-style-type: none"> • Experience (desirable) and knowledge of compliance area • Reasonable working knowledge of legislation and developments in specialist area • Proven ability to give sound advice and guidance on specific, straightforward cases, topics or issues • Experience of working with systems relevant to specialist area (desirable) • Experience of casework, within specialist area with some guidance and support of more experienced staff, occasionally referring to Specialist Level 3 and Senior Specialists for issues outside current experience (desirable) • Proven ability to enforce legislation where appropriate (desirable) <p>Planning Enforcement Officer Level 2 (in addition to the above):</p> <ul style="list-style-type: none"> • Good working knowledge and experience of specialist area • Good working knowledge of legislation and developments in specialist area • Proven ability to give sound advice and guidance on a limited range cases, topics or issues • Experience of working with systems relevant to specialist area <p>Planning Enforcement Officer Level 3 (in addition to the above):</p> <ul style="list-style-type: none"> • Experience of casework within specialist area, some of which can be complex and, with some guidance and support of more experienced staff, occasionally referring to Senior Specialists for work outside current experience • Proven ability to enforce legislation where appropriate <p>Planning Enforcement Team Leader Level 1 & 2 (in addition to the above):</p> <ul style="list-style-type: none"> • Expert in own area, providing guidance and support to less experienced staff • Proven ability to enforce legislation where appropriate 	

Special Requirements	
Emergency Planning	This post will be, on occasions, required to take part in the Council's emergency planning training and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours. A separate payment for election duties will be made as determined by the regional Elections Committee.



Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and Council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the Council's health and safety policy and procedures. 3. To support and be committed to the Council's policy on safeguarding and promoting the welfare of vulnerable groups including young children and adults and expect all staff and volunteers to share this commitment. 4. To support the Council's equalities and diversity policies. 5. To operate within the Council's IT policies and data protection rules and regulations. 6. To operate within the Council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time.
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Competency Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Guildford behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Embraces Change	Has a positive attitude to change, adapts to meet new challenges and introduces changes to improve organisational performance.
Innovation and creative thinking	Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively.
Effective communication	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments, to convince and persuade where necessary.
Customer focus	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
Problem solving & decision making	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.
Focus on efficiency	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness and value for money.
Performance and learning	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.



Team working	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge and ideas.
Builds relationships	Presents a professional image and uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.
Commitment to the organisation	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible and undertake out of hours work as required. Meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder. This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Guildford Borough Council
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