



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Regenerative Development
Post Title	Planning Services and Operations Manager
Post Number	
Accountable to	Head of Planning
Key leadership relationships	<p>Management/leadership of the Planning administration function covering the Planning Systems team (LLPG/Street naming etc) and the Technical and Digital team.</p> <p>Internal: Members of the Council, Planning Officers, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	August 2024

Job Description - Principal purpose of job (role summary)

As the Planning Services and Operations Manager you will lead multidisciplinary professionals providing digital, technician, and support service to enable outstanding planning outcomes, monitoring and innovation. With reach across the planning service, you will employ a digital by default approach, alongside outstanding administrative and technical services, enabling an innovative and outcomes-focused service.

You will look for, and implement opportunities to streamline operations - seeking digital solutions to improve outcomes and processes. You will ensure that statutory requirements are met within the necessary timescales and the function continues to provide a high quality customer focused service. This will include, but not be limited to: monitoring performance; ensuring technical support for Planning & Development; leading digital system (e.g. IDOX) implementation; seeking AI and digital opportunities; and developing staff into agile, adaptive planning professionals.

As councils, we are committing to a new operating model which will bring digital and data into the heart of the organisation. As a leader in the organisation we will ask you to champion this shift and to ensure that your own practice and your service is demonstrably adopting new ways of working.

As a leader within our organisation you will embrace and bring to life our three core principles - resilience, adaptability and participation - embedding them in the daily working practices of the team.

You will be responsible for developing effective multi disciplinary teams from across the organisation for missions based work, ensuring you have the right people to deliver the required outcomes and ensuring:

- Collaborative practice
- Clear communication
- Clear definition of tasks and responsibilities
- Clear goals, objectives and strategies
- Recognition of and respect for the competence and contribution of each team member
- Competent leadership

Main duties, tasks and responsibilities of post holder

Leadership responsibilities
Create a culture of adaptivity and creativity, setting the direction by role modeling our behaviours and principles
Work to make teams more representative of the communities they serve in terms of equalities and inclusion
Build strong working relationships and embed a culture of genuine collaboration and partnership working across the organisation
Provide positive and inclusive leadership - acting with openness, honesty and integrity and instilling a clear sense of direction, priority and pace whilst ensuring that any concerns are addressed promptly
Bring creativity and innovation to problem solving with your team - co-create a range of imaginative solutions or options, identifying the risks associated with each option

Drive your team's focus on delivering a quality and committed service and gather the data needed to provide effective performance management and development
Develop effective multi disciplinary teams for missions focused work, ensuring you have the right people from across the organisation to deliver the required outcomes
Provide an excellent employee lifecycle experience, including onboarding, quality conversations and appraisals and development opportunities. You will undertake an investigatory management role or hearing manager role in regards to employee relations cases, working to uphold our Council's values and behaviours.
Promote the service and Councils positively at all times.

Role specific Duties and responsibilities
Lead the provision of support, admin and technical functions required for an effective planning service, including: managing planning committees and public events.
Source, lead and implement digital technology and innovation, and management of new digital planning system(s). Lead delivery of a 'digital first' service to ensure that the planning functions are easy to access for all who wish to do so, embracing technology and seeking digital opportunities
Accountable for the planning 'front door' - your team will manage the interface between more 'standard' planning enquiries and planning system, and triage engagement between public and planning function
Management and accountability for the delivery of procurement and contracts in your area, such as (but not limited to) digital service platforms, and for effective fiscal control (including budget accountability) of your area with oversight of systems/operations spending and decisions across the planning function
Provide leadership, line management and career development / pathways to your Planning Services and Operations team
Accountable for monitoring and reporting on planning performance and evaluations
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies those relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies
Represent the planning function and develop effective working relationships with digital counterparts across the Councils as part of a digital matrix structure.
Ensure appropriate secretariat and professional support, advice, briefing, is in place to service planning committees, Member / public meetings, and briefings as required (meetings may be evenings / out of hours)

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be

regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreement on any revisions made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

<p>The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.</p>	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>
Manager competencies	<p>Take a strategic approach to managing policy development, financial resources, and evaluate risks in order to mitigate against them.</p> <p>Be agile in decision making and adopt an open mindset to managing change in different settings, and be able to reflect on your own performance and that of others in order to drive improvement.</p> <p>Facilitating the contributions of others to a range of outward facing activities and adopt a storytelling approach to sharing good practice.</p> <p>Use a range of different communication skills to share your vision and influence others, while using the organisation's governance processes to work with Members effectively</p>

	Essential	Desirable
Qualifications	Evidence of continuous professional development with demonstrable ability to work at the senior manager level	Formal higher level qualification in systems change/administration and/or technical transformation and/or business administration e.g. MBA Planning degree or equivalent
Knowledge	Advanced knowledge of the application of Local Government and Planning Legislation. Advanced, outstanding customer care and system operation knowledge. Advanced understanding of applying and seeking digital applications and opportunities in service delivery	Outstanding knowledge of successfully implementing AI and future digital transformation
Experience	Proven leader in Local Government and/or other larger corporate organisations where there is extensive interaction with the public A visible leader who can lead through and drive change, with experience of applying imaginative solutions to implement innovative systems change The integrity and capability to represent the organisation and/or your service area with external partners to deliver effective outcomes for the Councils Expert at dealing with a range of complex and contentious matters requiring support, persuasion, advocacy and sensitivity Direct accountability for commercial engagement and high-value contract management (where decisions will have significant implications on the service)	Transformational leader who excels at applying outstanding systems change and customer innovation Demonstrable experience of coaching, talent management and capacity building
Communication	Outstanding and inspirational communicator who can motivate and lead teams through change, both through direct management and matrix leadership	
Relationship Building	An inspirational leader with the ability to lead and develop trusted and outcomes focused relationships with external and internal stakeholders with the highest levels of integrity	Influential representative who can be the 'expert in the room' as you represent an entire service area as part of a digital

		transformation
Analytical	<p>A proven ability to analyse complex technical and non technical queries and apply this to operational/administrative transformation</p> <p>Attention to detail - able to lead a team to get the basics right - setting standards and reforming / updating policy to drive improvement</p> <p>Ability to expertly seek out, design and implement opportunities to streamline system operations</p>	<p>Senior level experience in analysis within a planning system.</p> <p>Ability to anticipate and analyse trends using insight and foresight methodology and apply this while leading through change</p>
Planning/ Organising	<p>Outstanding time management and effective planning, methodical organisation and management of workload, with many competing demands, essential to meet tight deadlines, and budgets for yourself and team</p> <p>Demonstrable ability to lead across diverse teams</p>	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Able to travel within the Adur and Worthing Districts</p> <p>Out of hours / evening working to support / present at committees may be required.</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	