

Role Profile

Job Title	Compliance Team Lead Officer		
Team	Development Management	Grade	10
Reports to	Development Management Team Leader		
Date	December 2023		

One Arun:

Every role at Arun contributes towards our [Vision – A better future](#), and every employee strives to embrace and champion our [Values](#):



Overall job purpose:

To be the Lead Officer managing the workload and delivering an effective, efficient and high-quality service to customers, residents and key stakeholders in accordance with the Council's adopted policies and standards, with particular responsibility for performance and high quality work and decisions. The principal duties relate to the investigation of complaints over non-compliance with planning regulations or conditions on planning applications and providing planning advice to other members of the team.

The post holder will work with the Development Management Team Leader in order to effectively contribute to the performance of the Minor Applications Team by carrying out the activities listed below.

Key areas of focus:

1.	Manage, control and co-ordinate the Team's service delivery, priorities and activities; including the resources of the Team to provide efficient delivery and promote accurate and considered decisions. Allocate work within the Team and manage a personal caseload to ensure there is flexibility and the opportunity of meeting performance targets is maximised.
2.	Investigating complaints and monitoring of planning application conditions through site inspections, interviews and other research. Writing up enforcement investigation reports in the context of relevant legislation



	based on detailed and thorough investigation and making recommendations as to whether to take matters further leading to the serving of an enforcement notice
3.	To develop a culture of performance management and maintain high standards of performance to ensure that the Department achieves its corporate targets.
4.	Working alongside the Development Management Team Leader, to performance manage staff, appraise performance and ensure staff development programmes are in place and delivered to high standards.
5.	To Monitor individuals' performance statistics and the performance of the Team, undertake an annual Performance Development Review for all staff within the Team. Working alongside the Development Management Team Leader, prepare and agree improvement programmes and indicators where necessary.
6.	Working alongside the Development Management Team Leader, manage sickness absence, training and development, annual leave and flexi-time of all members of the Team, to ensure adequate resources are available to meet service demands.
7.	To lead the team, creating and maintaining a strong performance orientated culture, recruiting, managing and motivating all staff ensuring that appropriate work plans, 1 - 1 supervision, appraisals.
8.	To carry out effective and regular case management of applications within the Team to ensure that the right decisions are made at the right time.
9.	To ensure that all work is produced to a high standard and to address poor quality work when it is identified.
10.	To ensure that a high standard of customer service is provided and maintain and address poor customer service when it is identified.
11.	Provide professional advice as part of the planning service in written and oral form.
12.	To oversee and make recommendations on all matters dealt with by the Team and agree all Officer Recommendations and to authorise the issue of Decision Notices for all applications falling within the Team.
13.	Working alongside the Development Management Team Leader, to manage the appeals work of the Team and ensure that high quality submissions are made, and adequate consultation takes place with members when necessary. Attendance and giving evidence at Court and Planning Enforcement Inquiries and Hearings.
14.	<p>To enhance own performance, working constructively with the Group Head of Planning to identify personal strengths and agreeing action in relation to development and training.</p> <p>To be responsible for his/her own self-development on a continuous basis and for developing and maintaining a substantial base of up to date</p>



	knowledge of the specialist area, e.g. Planning related Law, and a detailed, generalist knowledge across a wide spectrum of related fields.
15.	Any other duties that are appropriate with this post.

Additional information (not contractual)

1.	Responsible for 4 staff.
2.	Responsible for budgets.
3.	Service delivery; The postholder is expected to shape and define service delivery standard for others to follow.

Role Requirements

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

Criteria	Essential	Desirable
Professional Qualifications		
Degree level qualification in relevant subject area	x	
Recognised Town Planning qualification		x
Seeking or willing to seek RTPI accreditation		x
Experience		
Minimum of 2 years recent work experience of local government or private practice in development management or policy formulation	x	
Minimum of 2 years specific experience of dealing with Compliance/Enforcement issues and cases	x	
Experience of writing committee reports, appeal statements, dealing with members of the public	x	
Experience of signing off delegated decisions		x
Knowledge		



Experience of dealing with elected members and members of the public		x
Experience of dealing with formal complaints		x
Experience of case management and managing performance		x
Experience of managing less experienced colleagues		x
IT literate and able to write reports		x
Any specialist skills relevant to Planning		x
Behaviours		
Accountability: Acknowledges Mistakes with patience and understanding and offers support to rectify the situation, putting in place measures to prevent future errors.	X	
Consistency: Maintains standards, behaviours and fair decision making at work, correlating actions to opinions.	X	
Integrity: Builds trust by meeting all commitments, demonstrates honesty and integrity and acts as a role model	X	
Competencies		
Communication: Able to communicate (sometimes contentious matters) clearly, appropriately and respectfully at all levels.	X	
Influence: Understands internal and external politics and is able to wield influence effectively, tailoring actions to achieve the impact needed.	X	
Coaching: Ability to take an active role in helping others to learn and develop at work to help achieve departmental objectives.	X	
Initiative: Is resourceful and able to work and make decisions with limited supervision.	X	
Organisational skills: Understands work of the wider team and feeds into supporting this alongside own work, making the best use of available resources.	x	
Industry knowledge: Actively seeks out best practice and CPD to understand current issues related to the department, sector and profession to make informed decisions.	x	



Other		
	Yes	No
Does this role require a Basic/Enhanced DBS check?		x
Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS).		x
Is this a Politically restricted post?	x	
Does this role require any out of hours/ weekend/ evening/ rota work?	x	
Does this role require a driver's licence and access to a vehicle?	x	
Does this role attract an essential car user allowance?	x	
Does this role attract a market supplement?	x	
Does this role require a uniform?		x

