

# **CROYDON COUNCIL**

## **ROLE PROFILE AND PERSON SPECIFICATION**

**DEPARTMENT:** Places

**DIVISION:** Planning and Strategic Transport

**JOB TITLE:** Deputy Team Leader Technical Support

**N.B: If you have any issues printing this document please contact HR**

## **ROLE PROFILE**

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| <b>Job Title:</b>                        | Deputy Team Leader (Technical Support)   |
| <b>Department:</b>                       | Places   |
| <b>Division:</b>                         | Planning and Strategic Transport   |
| <b>Grade:</b>                            | Grade 10   |
| <b>Hours (per week):</b>                 | 36   |
| <b>Reports to:</b>                       | Team Leader (Technical Support)  |
| <b>Responsible for:</b>                  | 3 x Technical Support/Support Officers and 1x IT Information Interface Officer   |
| <b>Role Purpose and Role Dimensions:</b> | To assist with the management of the Technical Support Team in relation to the timely and accurate administration of planning applications and related work and the production of associated documentation. To assist in the delivery of service improvement initiatives, in particular in relation to customer enquiries and servicing of Planning Committee. |
| <b>Commitment to Diversity:</b>          | As a member of the Technical Support Team to take individual and collective professional responsibility for championing the Council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.                                    |
| <b>Key External Contacts:</b>            | Planning Inspectorate, GLA, Government Offices, Transport for London, regular consultees on applications such as Historic England, developers and their agents and the general public.   |
| <b>Key Internal Contacts:</b>            | Collaborating and working with Planning Managers and Officers, some contact with colleagues from other department and handling Member Enquiries.   |
| <b>Financial Dimensions:</b>             | Day to day management of the receipting of cheques and banking of monies in relation to planning casework and the administration of the Community Infrastructure Levy in accordance with set Regulations.  |

**Key Areas for Decision Making:**

Examination of the completeness of planning application documents for validation purposes, notifications and consultations on planning applications and the issuing of planning decisions and any related Community Infrastructure Levy notices and associated administration.

**Other Considerations:**

Ability to attend evening or weekend meetings and from time to time and to work hours required to meet pressing deadlines that may exceed contracted hours.

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA \)](#)

No

**Key Accountabilities and Result Areas:**

**Assist in the provision of operational and technical services within the Technical Support Team**

**Assist with resource management within the Technical Support Team**

**Key Elements:**

**This will involve:**

- Undertaking change management or service improvement projects as directed by the Team Leader

**This will involve:**

- Receipting of all cheques and banking of monies received relating to case work
- Preparation of expenditure requests in line with departmental and corporate constraints and objectives
- Assist with the recruitment of new staff as agreed with the Head of Development Management

- Assisting with the appointment and performance management of external agency staff, consultants and contractors in line with corporate and departmental objectives

**Deputise for the Technical Support Team Leader when necessary**

**This will involve:**

- Liaising with the Head of Service to ensure the continued delivery of high quality development management services
- Taking delegated decisions on the administration of planning applications as authorised

**Assisting with the timely and accurate administration of planning applications, related work and the production of associated documents**

**This will involve:**

- Ensuring that the validation, registration, publicity requirements and determination of planning and related applications follows legislative and departmental procedures with appropriate systems in place
- Ensuring that the documentation for Planning Committee is complete and on time and that Member Enquiries for the team are fully responded to
- Ensuring that issuing of planning decisions are issued in an effective and efficient manner and working collaboratively with others to make sure that the CIL and S.106 protocols are followed and properly recorded/monitored
- Providing guidance to team members and the public on the need for planning permission and associated procedures

**Assisting with the administration of appeals against the Council's decisions to the Planning Inspectorate**

**This will involve:**

- Provision of administrative systems to enable the timely production of appeal documents and maintenance of appeal records
- Provision of guidance on appeal procedures to team members

**Assisting with the administration of a range of pre-application advice services on development proposals**

**This will involve:**

- Management of administrative processes relating to charged for pre-application services
- Provision of planning advice on simple and householder development proposals including and management of the Duty Officer Rota

**Promotion of customer satisfaction on development management services within a section**

**This will involve:**

- Promoting and monitoring customer satisfaction levels for team members in service delivery
- Responding to customer enquiries and complaints on the service

## **Green Commitment**

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

## **Data Protection**

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

## **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc. as appropriate.

**Contribute as an effective  
and collaborative team  
member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## Person Specification

**Job Title:** Deputy Team Leader (Technical Support)

**Essential knowledge:**

- Educated to sufficient level to carry out all the duties of the post
- Management training desirable
- Good understanding of current issues & developments affecting planning, regeneration & local government in London
- Policy: good understanding of Central Government and development plan policy issues
- Law: good understanding of planning legislation in particular in relation to validation of applications, appeals, fees, permitted development and the operation of the Community Infrastructure Levy Regulations
- General level of political awareness and understanding of the operation of local government, detailed in relation to decision making processes

**Essential skills and abilities:**

- Writing: display a good level of ability; exhibit a clear and comprehensible writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system & spreadsheets
- Competent in identifying and communicating validity criteria on planning applications
- Good level of competence in describing complex plans and making related calculations
- Time/priority management: good level of proficiency
- Ability to work under pressure and handle stress
- Demonstrable ability to achieve high quality and high level outputs through the practical application of project management techniques
- Innovative thinker and ability to analyse and weigh up complex issues
- Good understanding of the dynamics of team working
- Proficient at handling difficult people effectively
- Negotiation: good level of proficiency; clear listening, questioning and reasoning ability
- Verbal communication: good level of proficiency in most scenarios
- Tactful, diplomatic and politically astute
- Customer care champion
- Effective team management skills; leadership, motivation and delegation
- Developing team management skills: organisation, crisis management and change management
- Effective individual management skills: supervisory, training, coaching and mentoring
- Developing individual management skills: disciplinary and counselling

- Developing interview techniques
- Effective accountancy skills
- General appreciation of employment legislation

**Essential experience:**

- Experience of work in development management administration
- Experience of appeal and Community Infrastructure Levy administration

**Special conditions:**

- To be prepared to attend evening and weekend meetings (e.g. Committees & events within the borough)