

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Planning & Development Business Manager
Service Area / Team	Planning & Building Control
Reports to	Chief Officer for Planning & Building Control
Grade	Grade G
Politically Restricted Post	No
DBS Requirement	None

JOB PURPOSE
To work effectively across the Development Management, Planning Policy and Building Control service areas, developing and delivering a strategy for business processes and income generation, ensuring service delivery targets and budgets are met, and leading and managing an efficient and effective business support team.

MAIN DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Lead and manage the Development Management, Planning Policy & Building Control business support function, setting high professional standards and driving a culture of continuous improvement.
<ul style="list-style-type: none"> Oversee team performance and operations, ensuring delivery of a high-quality, efficient, and customer-focused service across planning and building control.
<ul style="list-style-type: none"> Develop and implement systems, processes, and service improvements to enhance efficiency, effectiveness, and customer experience, adapting to legislative and organisational change.
<ul style="list-style-type: none"> Plan, prioritise and allocate resources to ensure delivery against targets, deadlines, and service standards.
<ul style="list-style-type: none"> Monitor, analyse and report on performance, identifying risks, issues, and opportunities, and implementing corrective actions where required.
<ul style="list-style-type: none"> Manage projects and digital initiatives, including system improvements, process redesign, and implementation of new technologies and self-service solutions.
<ul style="list-style-type: none"> Build and maintain effective relationships with internal teams, Members, stakeholders, developers, agents, and partners to support service delivery and reputation.
<ul style="list-style-type: none"> Support income generation and financial management, including budget monitoring, invoicing, procurement, and identifying new or improved income streams.

<ul style="list-style-type: none"> • Ensure effective handling of customer enquiries, applications, complaints, FOIs, and statutory processes, in line with legislation, policy, and service standards.
<ul style="list-style-type: none"> • Maintain and develop IT systems, data quality, and performance reporting, ensuring accurate and timely management information is available.
<ul style="list-style-type: none"> • Lead on governance and compliance, ensuring adherence to council policies, data protection requirements, and relevant legislation.
<ul style="list-style-type: none"> • Manage and support staff, including recruitment, performance management, absence, training, and development, ensuring a skilled and resilient workforce.
<ul style="list-style-type: none"> • Promote continuous professional development, providing coaching, training, and technical support, including handling complex or escalated cases.
<ul style="list-style-type: none"> • Coordinate cross-team working and service integration, attending meetings and contributing to corporate and service-wide initiatives.
<ul style="list-style-type: none"> • Promote and support building control and planning services, including stakeholder engagement and contribution to regeneration objectives.
<ul style="list-style-type: none"> • Ensure effective communication channels, including maintaining up-to-date, accessible web content and customer information.
<ul style="list-style-type: none"> • Support statutory reporting, KPI monitoring, and government returns, ensuring accuracy and timeliness of submissions.
<ul style="list-style-type: none"> • Contribute to service resilience and flexibility, including cross-training and providing cover for leadership roles where required.

CORPORATE RESPONSIBILITIES

<ul style="list-style-type: none"> • Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
<ul style="list-style-type: none"> • To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
<ul style="list-style-type: none"> • To actively demonstrate the values and behaviours of the council.
<ul style="list-style-type: none"> • To ensure our customers are valued by taking into account their views and needs in all that we do.
<ul style="list-style-type: none"> • To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
<ul style="list-style-type: none"> • To communicate openly and honestly with colleagues, members and customers.
<ul style="list-style-type: none"> • To undergo any training necessary to be able to fulfil the requirements of the job.
<ul style="list-style-type: none"> • To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Planning & Development Business Manager

Important Information for Applicants:	
The criteria outlined in this person specification represent the requirements for the role. Shortlisting will be based on these criteria so your application should clearly and concisely demonstrate how you meet each of them. Please give specific examples wherever possible.	
Factors	Criteria
Qualifications	Essential <ul style="list-style-type: none"> ▪ Good basic education to GCSE A-C (9-4) standard or equivalent (including Maths & English), or relevant experience. ▪ Degree or equivalent level qualification in Management, or relevant experience
	Desirable <ul style="list-style-type: none"> ▪
Experience and Knowledge	Essential <ul style="list-style-type: none"> ▪ Extensive demonstrable experience (ideally at least 3 years) in providing a range of support to services in a multi-disciplinary environment, or an in-depth knowledge of a particular area. ▪ Proven ability to understand and comply with legislation and regulations that apply to the relevant service areas. ▪ Experience of effectively and proactively managing performance. ▪ Experience and successful track record in leading, managing and empowering staff to deliver holistic and outcome focussed approaches. ▪ Experience of managing projects and programmes at a senior level within a large organisation. ▪ Demonstrable experience in using and developing IT packages to support the service area. ▪ Demonstrable ability to work as part of corporate and wider teams to deliver outputs that assist in meeting the Council's Corporate ambition and core values. ▪ Experience of Procurement and Contract Management procedures and legislation. ▪ Experience of advanced financial procedures, eg. budget monitoring
	Desirable <ul style="list-style-type: none"> ▪ Experience of working in Local Government ▪ Experience of using Salesforce (or a similar case management system) ▪ Experience of the Planning and Building Control services and the markets they operate in.

	<ul style="list-style-type: none"> ▪
Skills and Abilities	<p>Essential</p> <ul style="list-style-type: none"> ▪ Demonstrable experience of strong leadership and mentorship of direct reports and key stakeholders. ▪ Ability to operate on own initiative with minimal supervision. ▪ Excellent written and oral communication skills. ▪ High level of attention to detail and accuracy. ▪ Competent user of IT, particularly Microsoft Office, with an ability to learn new systems quickly ▪ Proactive and committed to continued service and personal development. ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach. ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels. ▪ Ability to take the initiative to seek creative and proactive resolutions.
	<p>Desirable</p>