Harlow Council Job Description

Job Title: **Planning Administration and Systems Team Leader** **Post Number:** **PL0001X**

Grade:	12	**Date:**	August 2026
Directorate:	Planning and Garden Town		
Location:	Harlow – The Water Gardens		
Responsible to:	Development Manager		

Job Purpose:

The post holder is responsible for the operational management of the Planning Administration and Technical Support function, ensuring the effective and timely delivery of planning application processing, validation, statutory administration and business support services.

The role leads the development, implementation and continuous improvement of business processes, systems and digital technologies across the Planning Service, acting as the service lead on technical systems and process transformation whilst supporting the Development Manager with performance management and service improvement initiatives.

The post holder is responsible for ensuring the accuracy, resilience and efficiency of planning administration functions and supporting the Council's wider digital transformation objectives through innovation, data analysis and modernisation of working practices.

Key Responsibilities:

1.0 Planning Administration and Operational Management

2.0 Systems Management and Digital Transformation

3.0 Performance, Data and Financial Management

4.0 Service Improvement and Customer Focus

5.0 People Management and Leadership

6.0 Statutory Compliance and Governance

7.0 Partnership Working and Stakeholder Management

8.0 Other duties appropriate to the role

9.0 Statement of Health and Safety

Breakdown of tasks:

1.0 Planning Administration and Operational Management

1.1 Manage and oversee the Planning Administration and Technical Support functions, ensuring the effective delivery of planning application processing, validation, statutory administration and business support services.

1.2 Ensure the effective operation of the planning application validation process and undertake quality assurance of validation decisions made by the Planning Administration Team.

1.3 Oversee the administration of planning and enforcement appeals, including maintaining appeal schedules, liaising with the Planning Inspectorate and coordinating hearing, inquiry and meeting arrangements.

1.4 Oversee administrative processes relating to the Building Safety Levy and support monitoring arrangements for Section 106 obligations and Community Infrastructure Levy records.

1.5 Ensure robust procedures are maintained for customer support, correspondence, filing systems, scanning, statutory registers, mail handling, records management and associated administrative systems.

2.0 Systems Management and Digital Transformation

2.1 Act as the Planning Service lead for business systems including Uniform, Enterprise, Exacom, GIS, Power BI and associated applications, ensuring systems are effectively maintained and developed.

2.2 Manage system administration activities including user permissions, configuration, upgrades, testing, issue resolution, supplier liaison and implementation of new functionality.

2.3 Lead the development, implementation and continuous improvement of digital technologies, business systems and automated processes across the Planning Service.

2.4 Research, evaluate and implement innovative technologies, software solutions and working practices that support service modernisation and efficiency improvements.

3.0 Performance, Data and Financial Management

3.1 Lead the production, validation and submission of statutory returns, local performance indicators and government reporting requirements, ensuring data accuracy and audit compliance.

3.2 Develop and maintain management information, dashboards and performance reporting tools to support service management and decision making.

3.3 Work with Finance colleagues to monitor and reconcile planning income, fees, Section 106 and Community Infrastructure Levy financial information and support budget monitoring activities.

3.4 Monitor outstanding debts, investigate discrepancies and liaise with Finance and Legal Services to ensure timely recovery of monies owed to the Council.

4.0 Service Improvement and Customer Focus

4.1 Support the Development Manager in reviewing and redesigning service processes to improve efficiency, resilience, compliance and customer experience.

4.2 Work closely with Customer Services, Communications, Corporate Services and elected Members to promote and maintain excellent customer service standards.

4.3 Act as the Planning Service lead for website content management, ensuring information remains accurate, accessible and up to date.

5.0 People Management and Leadership

5.1 Direct, manage, motivate and supervise the Planning Administration Team, allocating and monitoring workloads to ensure service standards and performance targets are achieved.

5.2 Manage the Technical Support Officer for Building Control, setting objectives, monitoring performance and supporting professional development.

5.3 Undertake appraisals, identify training needs and provide coaching, guidance and support to staff to maximise service performance and resilience.

5.4 Deliver or coordinate training relating to business systems, operational procedures and technological developments across the service.

6.0 Statutory Compliance and Governance

6.1 Manage and monitor Freedom of Information requests, complaints, Member enquiries and Planning Performance Agreements within required timescales.

6.2 Ensure compliance with planning legislation, data protection requirements and Council procedures relating to records management and information governance.

6.3 Maintain accurate statutory registers, administrative records and audit trails in accordance with legislative and corporate requirements.

7.0 Partnership Working and Stakeholder Management

7.1 Work in partnership with the Development Manager and other service managers to deliver service-wide improvement programmes and transformational change initiatives.

7.2 Liaise effectively with software providers, partner organisations, internal departments, Councillors and external stakeholders to ensure service objectives are achieved.

8.0 Other duties appropriate to the role.

8.1 To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.

8.2 All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.

8.3 All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.

8.4 All employees are expected to adhere to requirements of GDPR (General Data Protection Regulation) and The Data Protection Act 2018 and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.

8.5 All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

8.6 This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take into account changes and developments in service requirements.

9.0 Statement of Health and Safety

9.1 Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974:

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- To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
- To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
- Not to intentionally interfere with or misuse anything provided in the interests of health and safety.