

Epsom & Ewell Borough Council

Role Profile

Role Title:	Planning Development and Enforcement Manager
Job Family:	Business Manager (G4)
Service:	Place Development
Location:	Council offices, The Parade, Epsom, Surrey, KT18 5BY
Reporting To:	Head of Place Development

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To provide effective leadership and management of the Council's Development Management and Enforcement Services.</p> <p>To seek the continual improvement of these services. To assist the Head of Place Development in the achievement of service targets, to supervise a workload of complex planning applications and determine cases under delegated powers.</p> <p>As a member of the Council's management, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.</p>
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Main Duties and accountabilities

Service Specific	<p>Responsible for the processing of all planning and related applications, negotiation on major cases and resolution of procedural, technical and decision-making issues.</p> <p>Responsible for ensuring that accurate, concise and understandable development management advice and information is provided to applicants and the Planning Committee.</p> <p>Provision of an effective planning enforcement service, compliant with legislation, regulations and evolving best practice.</p> <p>To maintain a strategic perspective of the development management service and its role within the Council through individual and group meetings, contributing to and initiating corporate projects.</p> <p>To plan, operate and continuously review the Development Management function within agreed budgets.</p> <p>To prepare and update procedures to ensure maximum efficiency and consistency with relevant national regulations and policy, maintaining an</p>
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	<p>innovative outlook to allow new practices to evolve.</p> <p>To effectively manage own caseload of primarily complex planning applications and appeals where necessary.</p> <p>Writing clear, concise and compelling Committee Reports and presenting to Committee. Establishing and maintaining high standards of report writing and other forms of presentation by members of the team.</p> <p>To determine applications under delegated powers in accordance with the council's policy and as necessary.</p> <p>Provide appropriate professional advice and support to the team, including effective management and direction to the Planning Admin team.</p> <p>Effectively managing the appeals process, liaising with the planning inspectorate and Planning Admin team to ensure that appeals are registered, responded to and that the Council is effectively represented. Appearing at Appeals as necessary.</p> <p>To be appraised of all planning related policies, ensuring that requirements are communicated effectively to applicants and their agents.</p> <p>To negotiate with developers, agents and those in breach of planning matters to ensure that schemes comply with Council policy.</p> <p>To establish a rapport and good working relationships with Members.</p> <p>To review performance and report to the Head of Place Development, establishing trends and reacting appropriately.</p> <p>To compare performance of the section with others and draw conclusions and make recommendations about effectiveness, efficiency, corporate profile and seek appropriate improvements/changes to service provision in consultation with the Head of Place.</p> <p>To be responsible for the collation, completion and timely upload of the Council's performance data (Incl. PSI and PS2 returns) to central government,</p> <p>To manage and deliver out of hours arrangements relating to Members' site visits, and committee meetings</p>
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Manager of Service	<p>Management</p> <p>To communicate ownership of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation.</p> <p>To champion and encourage corporate working as part of a one team Council approach</p> <p>To lead and champion the implementation of key corporate and service projects, achieving agreed outcomes including delivery on time and within budget.</p> <p>To provide high quality and timely advice to all Members of the Council and relevant staff.</p> <p>To attend and contribute as required to meetings of the Council, including Committee meetings, working groups, and outside bodies.</p> <p>To promote and champion the positive interests of the Council and the borough.</p> <p>To inform senior management and when on leave, appropriate Chairmen of service issues and developments.</p> <p>To develop and maintain excellent internal and external working relationships to secure positive outcomes for the Council and the borough.</p> <p>Staff Management</p> <p>To develop a highly engaged and high performing staff team ensuring that all staff are encouraged to realise their potential through their on-going learning and development</p> <p>To ensure effective implement and clear communication of the importance of compliance, training and development of health and safety regulations</p> <p>To create a positive working environment where staff are treated with dignity and respect and where equality of opportunities is promoted.</p> <p>To promote a culture of excellent customer service where the needs of customers are understood and responded to.</p> <p>To ensure that effective recruitment, induction and probation arrangements are in place to maximise the positive contribution of new appointments to the work of the Council.</p> <p>To ensure that all staff have the opportunity of regular team meetings and My Performance Conversations.</p> <p>To undertake the timely management of performance issues</p>
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Financial and Performance Management

To establish and maintain effective arrangements for performance management, including service delivery plans, budget and performance monitoring and reporting, contract monitoring and My Performance Conversations.

To exercise robust financial control over service, income and staffing budgets, ensuring that budget targets are met.

To ensure that value for money is achieved, including looking at opportunities to increase income, reduce costs or explore alternative ways of delivering services.

To ensure that there are effective systems in place to enable the efficient and resilient operation of the service (Continuity planning).

Risk Management, Health and Safety and Civil Emergencies

To provide and implement a healthy and safe working environment, providing risk assessments, safe working method statements, training in all community & wellbeing service provision areas. To implement and promote relevant corporate policies.

To assess the risks associated with the service and ensure that robust measures are in place to manage these risks effectively, including the risk of fraud.

To develop continuity service plans for each of your services

To have a key role in business continuity planning and participate in the Council's Civil Emergencies response, including out of hours' arrangements.

Continuous Professional Development

To keep abreast of economic, legislative, political, social and technical developments impacting on the service and on local government, keeping up-to-date with the latest thinking /direction within the service areas.

To maintain professional development and attend corporate training as required.

The key decision making areas in the role

- **Operational and strategic:** advice to Members, staff and key stake holders
- **Human resources and job design:** implement continuous improvement programme with regular reviews, provide continuous and up to date training for employees, keeping abreast of all Health and Safety needs and services associated regulations and corporate policies. Every employee to have a record and inventory of expected standards, knowledge and abilities required for their role.
- **Robust service continuity:** business risks and emergency planning strategy's, weather, supply shortages and labour.
- **Resourcing:** assigning duties, how many people, equipment/vehicles are required to do the job effectively and efficiently, this includes maintenance of staff and equipment / vehicles as well as the process. i.e. what do you need to maintain quality and keep resources reliable and stable.
- **Services:** seeing ways to implement consistency in costs, quality and resources across all departments, managing within the agree budget and staffing levels. To have an understanding of revenues per sales unit and reduce costs where possible when a service or part of it is subsidised by Council.
- **Keeping up-to-date:** understanding and implementing, legislation and policies
- **Quality management:** understanding customer requirements and then meeting those expectations.
- **The creation of business and marketing plans:** for existing and new service projects, development, implementation and approval of fully costed service enhancements, with the objective for services to be commercially set-up, as a self-funding provision when and where possible.
- **Process and capability planning:** design strategies to support service goals including technology and resources, determine what processes are necessary and how to keep them running efficiently.

Customers and contacts

All staff, Elected Members, Government Departments and agencies, Health and Wellbeing providers, Local Businesses, Residents and Residents groups, Housing associations, Community Groups, volunteers and the voluntary sector

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Town Planning related Degree	E	X	
Chartered Member of the RTPI or equivalent	E	X	
Evidence of continuous professional development.	E	X	
Post graduate management qualification	D	X	
Knowledge and Experience			
Extensive knowledge of the statutory regulatory framework relating to Planning services	E	X	X
Track record of leading and developing high performing teams	E	X	X
Experience of successfully managing income and expenditure budgets	E	X	X
Proven ability to negotiate and influence in demanding environments	E	X	X
Proven ability to gain trust and respect of all stakeholders	E	X	X
Proven ability to contribute positively to the corporate service delivery as part of a one team Council approach.	E	X	X
Skills			
Ability to create and sustain a high performing and supportive staff culture through positive and collaborative leadership	E		X
Ability to persuade and influence through highly effective presentation and report writing skills	E		X
Ability to deliver projects on time and within resources	E		X
Ability to read and understand plans	E		X
Computer literacy	E		X
Understanding of budgets and constraints	E		X
Ability to promote a culture of excellent customer service	E		X
Excellent analytical and problem solving skills	E		X
Ability to build and maintain effective relationships with key partners and stakeholders	E		X
Ability to work in a busy environment with multiple priorities and tight deadlines	E		X
Ability to drive innovation within the service	E		X

Additional Requirements			
No contra-indications in personal background or criminal record indicating unsuitability in this role	E	X	
Legally entitled to work in the UK.	E	X	
Flexibility to work variable hours including evenings	E	X	
Ability to participate in the Council's out of hours Civil Emergency arrangements	E	X	