**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Information and Monitoring Officer | **Grade**:  Scale 6 – PO1 |
| **Section:**  Spatial Planning and Design  Spatial Planning Service | **Directorate:**  Place and Growth |
| **Responsible to following manager:**  Spatial Planning and Design Team Manager | **Responsible for following staff:**  N/A |
| **Post Number/s:**  RWE3269,RWE4000 | **Last review date:**  July 2021 |

**Working for the Richmond & Wandsworth Better Service Partnership**

We’re Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children’s services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We’re here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That’s why, at Richmond & Wandsworth Better Service Partnership, you’ll be at the forefront of innovation in local government, and we’ll invest in you and offer you opportunities to grow in a way only our unique organisation can.

**Job Purpose**

To assist with the delivery of high quality, robust and transparent planning information within tight timeframes on planning policy, information and monitoring matters to ensure that the Place and Growth Directorate is recognised as delivering an excellent planning service for all of our customers. To assist in the provision of comprehensive and detailed data and statistical support for the production of planning policies and the provision of monitoring information for the planning service. Working within agreed and identifiable timescales and delivering a well-reasoned officer output which delivers a successful planning outcome. To assist with key specialist projects, related to the monitoring of planning policy and its broader implementation within the borough, as allocated by the Spatial Planning and Design Team Manager. To undertake appropriate training to acquire the skills and knowledge to become self-reliant in dealing with technical and people issues as required.

**Specific Duties and Responsibilities**

1. To be responsible to the Spatial Planning and Design Team Manager and work under the supervision of the Principal Policy and Information Planner as well as a Senior Planner (Information).
2. To support the delivery of high-quality planning policy in line with national and regional planning policy guidance. Ensuring a strong evidence base exists for the development and monitoring of the boroughs’ development plan documents and policies as well as other guidance as applicable, also meeting the requirements set out in the prevailing legislation.
3. To assist, under the day-to-day supervision of the Principal Policy and Information Planner and Senior Planner (Information), in the collection and analysis of planning related data for submission to regional and national government as required. To assist in the application and monitoring of the Councils’ planning policies.
4. To ensure, under the day-to-day supervision of the Principal Policy and Information Planner and Senior Planner (Information), that the full range of data/information is available to support planning policy work including the development and review of specialist policy areas, pre-application advice, the input of policy advice to complex and high-profile planning applications, working to identifiable deadlines in a manner that is consistent with meeting corporate targets and objectives.
5. To use a wide range of digital and/or specialist software to collate, query, analyse, interpret and present development monitoring, demographic and socio-economic data to facilitate the development of clear and robust policy formulation and the production of regular authorities’ monitoring reports.
6. To obtain an up-to-date knowledge of national and regional planning policy and relevant legislation and to take a proactive approach to relevant changes in legislation and their impact on data requirements.
7. To identify issues and propose solutions within the context of current and future service requirements in order to continually deliver high quality, customer focused planning services to managers and our full range of customers including developments in information technology systems, customer service and other processes and procedures.
8. To assist on self-contained projects or components of larger projects in order to deliver organisational objectives as well as enabling agreed changes in planning practice and processes to take place.
9. To input to the recommendations in reports to the relevant Committees of the Councils and other internal and public meetings in a clear and concise manner.
10. To assist in meeting service-wide and corporate performance indicators, targets and customer service standards for the full range of your own workload.
11. To assist on the preparation of specialist evidence in respect of appeals including providing evidence for Public Inquiries, Hearings and written representation.
12. To assist in matters relating to policy compliance, enforcement and conflict resolution to ensure high quality innovative outcomes that reflect Council-wide objectives and policies.
13. To undertake administrative tasks relating to the work of the Team as required.

**CRITERIA FOR PROGRESSION TO SO1**

1. To ensure, under limited supervision, that the full range of data/information is available to support planning policy work including the development and review of specialist policy areas, pre-application advice, the input of policy advice to complex and high profile planning applications, working to identifiable deadlines in a manner that is consistent with meeting corporate targets and objectives.
2. Assess, negotiate and set out clear and robust recommendations in an accurate, well written officer report based on relevant planning policies and other material considerations.
3. Provide advice and guidance as required in response to planning best practice, procedure or policy within a legal/organisational policy framework and develop solutions or recommendations to meet service needs.
4. To ensure that you meet service-wide and corporate performance indicators, targets and customer service standards.

**CRITERIA FOR PROGRESSION TO SO2**

1. To ensure, under minimum supervision, that the full range of data/information is available to support planning policy work including the development and review of specialist policy areas, pre-application advice, the input of policy advice to complex and high-profile planning applications, working to identifiable deadlines in a manner that is consistent with meeting corporate targets and objectives.
2. Deal with straightforward enquiries about information and/or monitoring in the Spatial Planning or Development Management Services.
3. Seek to coach and facilitate the acquisition of skills and knowledge in others so that they are better equipped to be self-reliant in dealing with technical and people issues.

**CRITERIA FOR PROGRESSION TO PO1**

1. Working independently on key areas of data to ensure that the data/information is available to support planning policy work including the development and review of specialist policy areas, pre-application advice, the input of policy advice to complex and high-profile planning applications, working to identifiable deadlines in a manner that is consistent with meeting corporate targets and objectives.
2. Familiar with, and deals with enquiries about, work in any part of Spatial Planning Service.
3. Prepares and gives evidence on behalf of the Council at Public Examinations and Inquiries, Hearings and written representation.
4. To represent the Team/Department/Council at meetings, including evening meetings, both within the Council and outside bodies including public meetings on matters relevant to the Spatial Planning Service.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

* Will represent the Council at meetings with members of the public and other organisations both during the working day and outside normal working hours.
* This post is in a matrix management structure, with the Team Manager being responsible for line management, and the Principal Policy and Information Planners as well as on occasion the Senior Planners (Policy) and Senior Information Planner providing day-to-day supervision on projects and workflows.

**Team structure**

A diagram of a company organization

AI-generated content may be incorrect.

**Person Specification**

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| --- | --- |
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| **Section:**  Spatial Planning and Design  Spatial Planning Service | **Directorate:**  Place and Growth |
| **Responsible to:**  Spatial Planning and Design Team Manager | **Responsible for:**  N/A |
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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Knowledge and sound understanding of national, regional and local plan making and associated legislative requirements and policy guidance. | **X** |  | A/I |
| Knowledge of available planning information and its application to plan making. | **X** |  | A/I |
| Knowledge and understanding of effective customer relations and customer care practices. | **X** |  | A/I/T |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience in local government policy work including the preparation of supporting information and provision of a robust and comprehensive evidence base. |  | **X** | A/I |
| Experience of collating and analysing planning related information for submission to regional and national government. |  | **X** | A/I |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Clear understanding of IT systems, such as Microsoft Office products, and ability to familiarise themselves quickly with new and emerging innovative and specialist software for monitoring and data provision. | **X** |  | A/I/T |
| Effective report writing skills including preparation of local plan documents, committee reports, development plan examination statements or equivalents. |  | **X** | A/I/T |
| Proven information management and numeracy skills and ability to produce and collate accurate information and data reports. | **X** |  | A/I/T |
| Articulate in written and oral communication skills with particular reference to report and letter writing, public speaking, presentation skills and communicating with Members, the public, staff and other professionals. | **X** |  | A/I |
| Ability to analyse and interpret data and present key facts including policy implications in the preparation of reports, policy formulation and other material. | **X** |  | A/I/T |
| Ability to prepare briefs for and assist in the selection, control and monitoring of consultants. |  | **X** | A/I |
| Ability to work on designated projects with supervision. | **X** |  | A/I |
| To work effectively to meet challenging deadlines and manage competing and changing priorities. | **X** |  | A/I |
| To work as part of a team taking into account the needs of other Council Departments and with a willingness and ability to share knowledge with other staff. | **X** |  | A/I |
| Able to use initiative to identify solutions to problem solving and demonstrating a 'can-do' attitude to improvements in service delivery. | **X** |  | A/I |
| Ability to assist in identifying need for change and to introduce and manage changes designed to improve service delivery. | **X** |  | A/I |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| A degree in planning or other appropriate professional qualification and | **X** |  | A/C |
| A member of the RTPI or eligible for or working toward full membership. |  | **X** | A/I/C |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**