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Job Profile

Provisional Job Title: Senior Planning Enforcement Officer	Grade: PO2– PO4
Section: Development Management	Directorate: Environment and Community Services
Responsible to: Planning Enforcement Manager	Responsible for: N/A
Post Number/s:	Date March 2021

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

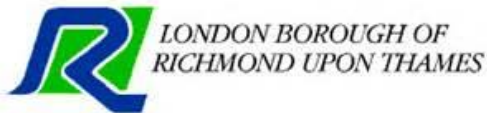
Job Purpose:

Responsible to the Team Manager (Planning Enforcement) for the delivery of a high quality, good value, at speed Planning Enforcement Service ensuring that decision-making is robust, professional and transparent. To act as a professional specialist/expert at senior level providing definitive professional planning enforcement advice for the Councils, creating and applying best practice and delivering successful planning enforcement outcomes. This will include supporting junior officers in the team with the management of individual cases. To take a pro-active role in the allocation of day-to-day resources within the team and ensuring that corporate and national targets are met and exceeded.



Specific Duties and Responsibilities:

1. To work independently and take personal responsibility for resolving a full range of planning enforcement investigations, including complex and controversial cases, in line with relevant Town Planning Acts, legislation and Government guidance and the Council's own policies and procedures, including our adopted planning enforcement policy.
2. To independently keep complainants, offenders, Councillors and other interested parties fully up to date at key stages of the planning enforcement process.
3. To negotiate with those responsible for breaches of planning control to achieve a satisfactory resolution where possible and to supervise junior officers in negotiating successful outcomes on more difficult cases.
4. To review the enforcement recommendations of junior officers under your supervision. Where a successful resolution has been found to sign-off those cases in accordance with the Council's Schedule of Delegations.
5. To obtain relevant authorisation and serve statutory notices where necessary, including on occasion attending Planning Committee and to supervise junior officers in carrying out these duties.
6. To lead on the preparation and presentation of evidence in relation to enforcement appeals, including informal hearings and public inquiries and to supervise junior officers in carrying out these duties.
7. To independently prepare witness statements and proceed with prosecution proceedings where necessary and legal proceedings that may follow. To supervise junior officers in carrying out these duties.
8. To oversee the procurement of contractors and the exercise of powers in default to secure compliance with enforcement notices where appropriate.
9. Maintain an up-to-date knowledge of relevant legislation and to take a proactive approach to relevant changes in legislation and updating junior staff on those changes.
10. To provide advice and guidance on more complex enforcement investigations in response to planning best practice, procedure or policy within the legal/organisational policy framework.



11. Proactively identify issues and propose improvements and creative 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.
12. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-departmental and cross-organisational groups.
13. To work outside of normal office hours on occasions where it is necessary to obtain evidence in connection with enforcement investigations or present enforcement recommendation at the Planning Applications Committee.
14. To lead on self-contained projects and larger projects in order to deliver organisational objectives as well as enabling agreed changes in planning practice and processes to take place.
15. 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 particularly for complex and high profile investigations.
16. Provide advice and guidance in response to planning best practice, procedure or policy within a legal/organisational policy framework and develop solutions or recommendations to meet service needs.
17. Ensure that service-wide and corporate performance indicators, targets and customer service standards are met for the full range of the workload and also any work of junior officers that you are supervising.
18. 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 Planning Service.
19. Deputise for the Planning Enforcement Manager where needed.



CRITERIA FOR PROGRESSION TO PO3 (as for PO2 plus the following)

1. Independently assess, negotiate and resolve the full range of breaches of planning control and where necessary produce clear and robust recommendations in an accurate, well written officer report based on relevant planning policies and other material considerations that require minimal input or correction from the Planning Enforcement Manager.
2. Maintain an up-to-date knowledge of relevant legislation and to take a proactive approach to relevant changes in legislation and updating junior staff on those changes as well as recommending revised procedures and practices to the Planning Enforcement Manager.
3. Lead and implement 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.
4. 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 particularly for complex and high-profile enforcement investigations.
5. Provide advice and guidance in response to planning best practice, procedure or policy within a legal/organisational policy framework and develop solutions or recommendations to meet service needs.
6. Ensure that service-wide and corporate performance indicators, targets and customer service standards are met for the full range of your own workload and to take a proactive role in coaching junior staff you are supervising to effectively and efficiently meet their own performance targets.
7. Initiate, participate in and where necessary take a management role on matters relating to compliance, enforcement and conflict resolution to ensure high quality innovative outcomes that reflect Council-wide objectives and policies.

CRITERIA FOR PROGRESSION TO PO4 (as for PO3 plus the following)

8. When necessary, the job holder will be responsible for the direct supervision of at least one member of staff undertaking tasks of a project nature.
9. Demonstrate a proven track record of working independently to assess, negotiate and resolve a full range of breaches of planning control and where necessary produce clear and robust recommendations in an accurate, well written officer report based on relevant planning policies and other material



considerations that require no input or correction from the Planning Enforcement Team Leader.

10. Maintain an up-to-date knowledge of relevant legislation and to take a proactive approach to relevant changes in legislation and updating all staff on those changes and also recommending and implementing revised procedures and practices.
11. 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 particularly focusing on complex, high profile and politically sensitive enforcement investigations.
12. Take a lead role in providing advice and guidance in response to planning best practice, procedure or policy within a legal/organisational policy framework and develop and implement solutions or recommendations to meet service needs.
13. Take responsibility for ensuring that the team meets service-wide and corporate performance indicators, targets and customer service standards for the full range work in the team and that you are proactive in identifying issues and proposing improvements and creative solutions within the context of current and future service requirements in order to continually deliver high quality, customer focused planning services to customers and managers.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

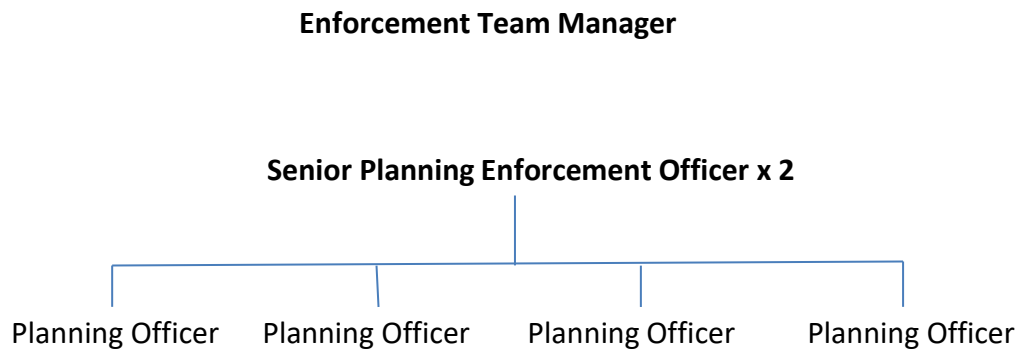


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Additional Information

- To assist as required with the management of budgets, including ensuring that all necessary processes and procedures are carried out in a timely and effective way
- To provide supervision as required to assigned staff and take responsibility for the allocation and checking of work by staff.

Current team structure





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Provisional Job Title: Senior Planning Enforcement Officer	Grade: P02-P04
Section: Development Management	Directorate: Environment and Community Services
Responsible to: Planning Enforcement Manager	Responsible for:
Post Number/s:	Date: March 2021

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Comprehensive knowledge and understanding of planning legislation, policy guidance and circulars, practice and case law and the ability to apply that knowledge in negotiating and resolving highly complex and controversial planning enforcement investigations within agreed timeframes in order to deliver a responsive, high quality service in accordance with the adopted Planning Enforcement Policy.	A/I
Knowledge and understanding of effective customer relations and customer care practices.	
Experience	
Experience in dealing with and negotiating and resolving complex and controversial planning enforcement investigations within agreed timeframes.	A/I



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Skills	
Clear understanding of IT systems generally including Microsoft Office, measuring software and planning database system and document management systems.	A/I/T
Proven inter-personal skills.	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.	A/I
Proactively support the team manager, including early corrective action to ensure key performance indicators, targets and customer services standards are met.	A/I
Ability to negotiate and resolve highly complex and controversial planning enforcement investigations within agreed timeframes in order to deliver a responsive, high quality service at speed Development Management Service.	A/I
Ability to organise own within agreed timeframes to ensure that key performance indicators, targets and customer service standards are met and that a high quality of work and decision making is maintained.	A/I
To work effectively to meet challenging deadlines and manage competing and changing priorities.	A/I
Proven experience of providing creative solutions to problem solving and demonstrating a “can-do” attitude to improvements in service delivery including solutions involving the web and I.T. systems.	A/I
Ability to assist in identifying need for change and to introduce and manage changes designed to improve service delivery.	A/I
Qualifications	
A degree in planning or other appropriate professional qualification and a member of the RTPI or eligible for full membership.	A/C