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## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Planning Technical Support Manager	<b>Grade:</b> PO3
<b>Section:</b> Development Management	<b>Directorate:</b> Environment and Community Services
<b>Responsible to following manager:</b> Head of Development Management (Wandsworth)	<b>Responsible for following staff:</b> Senior Validations Officer Senior Planning Administration Support Officer
<b>Post Number/s:</b>	<b>Last Review Date:</b> August 2018

#### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth 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 the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

Responsible to the Head of Development Management (Richmond) for the delivery of a high quality, good value, at speed validations and administration support function for the Development Management Service within Planning and Transport Division. To



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operate at a strategic level maximising opportunities for on-line and self-service developments within the dedicated IT system, ensure best practice for the validation and registration of all planning applications, appeal work and enforcement cases. To ensure that all Technical Support tasks are undertaken in an efficient manner.

### **Specific Duties and Responsibilities**

1. Manages a team of up to 13 Validation and Technical Administration Support Officers and other staff as allocated in accordance with Council procedures.
2. Responsible for reviewing the training and development needs of allocated staff and for undertaking staff appraisals.
3. Monitors time allocation within the Planning Technical Support team; completes staff returns; monitors sickness absence under the Council's code and takes appropriate action where necessary.
4. Liaises with Heads of Development Management (Wandsworth and Richmond) to ensure a strategic approach to validation of planning applications across both Wandsworth and Richmond. Responsible for taking a strategic overview of the way Planning applications are handled and implementing a cost-effective value for money service.
5. Takes a lead role in reviewing processes and procedures to ensure that maximum efficiency is gained from the Planning IT system. Maximises self-service opportunities of Planning IT system for service users, to deliver consistent and at point of delivery outcomes. Ensures the teams effective use of Planning Service software, including scanning and indexing software, and GIS. Contributes to further development of systems and attends user groups as appropriate.
6. Liaises with members of the public in respect of the service, and where necessary liaise with Councillors.
7. Ensures that Committee agendas and associated paperwork are prepared according to deadlines.
8. Liaises with other departments and outside bodies as required.
9. Ensures that work practices comply with established procedures and contributes to the review and development of procedures.



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10. Responsible for preparing regular monitoring and performance reports, data collection, collation and presentation related to the running of the service. Attends Divisional Management Meeting to update on performance statistics.
11. Provides regular management information reports to the relevant service heads on workload including throughput of applications, correspondence, complaints, FOI, consultations, other performance and monitoring work as appropriate.
12. Ensures the collection and supply of information for statutory and non-statutory returns and liaises with senior staff in Development Management on completion and submission of returns.
13. Oversees the administration of TPO applications/CA notifications from receipt to the generation of decision letters, including consultations, deal with general enquiries on trees by the public, tree surgeons and consultants; administer the preparation of Tree Preservation Orders, including the required legal notices associated with serving and confirmation and dealing with initial objections to TPOs.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, 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 role within the council.



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- 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.

**Additional Information**

Not applicable.

**Current team structure**





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### 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.

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C (see below for explanation)</b>
<b>Knowledge</b>	
Proven working knowledge of the Planning and Building Control process	I



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Experience in the use of computer databases and other office software, such as Word, Excel, Outlook etc. with a thorough working knowledge of software and document management systems used in the Planning Service and Building Control	I
<b>Experience</b>	
Experience of successfully managing a team	I
Experience of managing small groups of staff with positive outcomes	I
Experience of successfully reviewing existing policies and procedures and introducing revised policies and procedures	I
Experience of successfully introducing change in a potentially difficult situation	I
Experience of personally handling change in a positive way	I
Experience of delivering a service in a client support and/or customer services environment	I
<b>Skills</b>	
Proven organisational skills, including prioritising and allocating work to meet conflicting deadlines	I
Proven verbal and written communication skills and ability to deal with Councillors, senior managers, colleagues from other departments, outside bodies and members of the public	I
Must be able to motivate the team to high standards of performance including when carrying out mundane routine tasks	I
Ability to deal effectively with numbers and data and to produce and interpret management information	I
Ability to work flexibly to ensure optimum service delivery	I
Ability to liaise with other departments and outside bodies	I
<b>Qualifications</b>	

**A – Application form**

**I – Interview**

**T – Test**

**C – Certificate**