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Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Validations Officer	Grade: Scale 5 – Scale 6
Section: Development Management	Directorate: Environment and Community Services
Responsible to following manager: Senior Validations Officer	Responsible for following staff: Planning Technical Support Apprentices
Post Number/s:	Last Review Date: 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 Senior Validations Officer for providing an efficient and at speed Validations Service for the Development Management Division of Planning and Transport Division. To ensure that all customers receive a polite, professional and



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timely service for their requests for information and processing of their planning applications and requests for information.

Specific Duties and Responsibilities

1. To maintain an up-to-date knowledge of planning issues and procedures.
2. To work as part of a team and assist in the processing of planning applications including:
 - Receipt, vetting and registration of planning applications;
 - Preparation and dispatch of application documents for scanning and carrying out quality control assessments of the scanned documents;
 - Undertake statutory and non-statutory consultations;
 - Advising the public of the various stages of the application process including their opportunities to submit representations;
 - Contributing to the processing of minor proposal applications by carrying out area or volume calculations, site visits, checking planning history, assessing compliance;
 - Input and interrogation of the computerized planning system;
 - Maintaining all records of planning applications;
 - Assisting in the preparation of Planning Committee agendas and preparation of drawings / documents for the Planning Committee;
 - Production and issuing of decision notices;
 - Filing / distribution of documents related to applications or other development control matters.
3. Provide day-to-day support for the professional Planning officers.
4. Produce standard and non-standard statistical reports from the Planning computer system as requested by the Planning Technical Support Manager or Head of Development Management (Richmond).
5. Carry out all duties in accordance with service levels agreements, performance targets and statutory deadlines.
6. Provide copies and factual information on data / history of properties within departmental performance targets.



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7. Provide 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.
8. Ensure 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.
9. Analyse planning decisions, applications, drawings and supporting information to extract and interpret data to monitor Local Plan policies.
10. Respond appropriately to service users / clients both verbally and in writing.

Additional duties for Scale 6 level

11. Supervise junior and other members of staff as required, including setting of work targets and reviewing quality of work produced.
12. Process more detailed, high level and major applications that are received for validation.
13. May be required to deputise for the Senior Validations Officer in their absence including attendance at Service / Divisional meetings and meetings with external clients / businesses.
14. Responsible for leading specific work areas, e.g. leading on a project involving a number of team members, for the development and management of specific administrative or information systems in these areas, and for training other staff on these systems.

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.

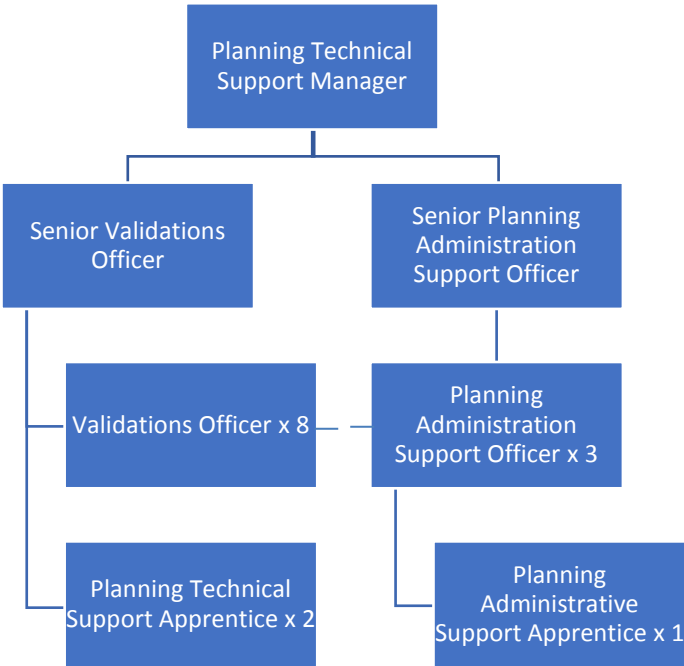


- To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of 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.
- 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.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Proven working knowledge of the Planning 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
Experience	
Experience of successfully reviewing existing policies and procedures and introducing revised policies and procedures	
Experience of embracing change	
Experience of delivering a service in a client support and/or customer services environment	I
Skills	
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 liaise with other departments and outside bodies	I
Qualifications	

A – Application form

I – Interview

T – Test

C – Certificate