

# Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

## SECTION A: Role Profile

<b>Post Title</b>	Technical Development Officer – Planning Enforcement	<b>Post No</b>	CS740
<b>Directorate</b>	Economy and Infrastructure Directorate		
<b>Division</b>	Planning, Design and Engagement Services		
<b>Band and Salary</b>	<p>Career grade: Band C/D £24,702 to £34,834 per annum.</p> <p>Band C – SCP 8 – 14 (£24,702 - £27,344) Band D – SCP 20 – 26 (£30,296 – £34,834) Incremental progression is subject to performance. Appointment at either Band is dependent upon demonstrably meeting the relevant essential criteria for that band during the selection process. Development to Band D after appointment is dependent upon demonstrably meeting the essential criteria at Band D and upon assessed performance in the role.</p>		
<b>Responsible to</b>	Assigned Team Leader		
<b>Location</b>	Solihull MBC, Council House, Manor Square, Solihull, B91 3QB		
<b>DBS Check</b>	Not Applicable		
<b>Fluency Duty</b>	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
<b>Car User Status</b>	<p>This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively.</p> <p>Applicants must be able to drive, have a driving licence and be a car owner or have use of a car, however for disabled applicants, reasonable adjustments will be made where required.</p>		
<b>Special Conditions</b>	The postholder will be required to attend evening and weekend meetings/events as required to fulfil the needs of the service.		

### Role Purpose

To discharge the duties of the role and to facilitate the delivery of the Councils Planning Enforcement and Development Management responsibilities as Local Planning Authority.

## Role Responsibilities

- To provide a prompt and timely end to end planning service, delivered with excellent customer service, through clear communication to customers, stakeholders and elected members regarding applications and enforcement complaints submitted to the local planning authority.
- To support planning and allied applications and permitted development enquiries in line with the procedural requirements and legislation.
- Undertake site visits, accurately document and record information, and ensure that the online planning records are populated with all necessary information.
- To negotiate with applicants and deal politely and respectfully with interested parties.
- To process planning and allied appeals as appropriate.
- To attend Planning Committee and other meetings as required.
- Through effective use of the computer database system, IDOX, provide up to date and accurate information to customers on general planning and related matters.
- To keep acquainted with current planning and related legislation so as to be able to deal with enquiries from the general public and customers.
- To keep acquainted with the administrative procedures within Planning Enforcement and Development Management to be able to provide accurate advice in respect of planning applications and their processing and other related matters.
- To deal promptly with public enquiries resulting from phone calls, correspondence or e-mails, including drafting letters of response and enclosing the necessary information.
- To act as the first point of contact to Customers requiring pre-application advice on development proposals as appropriate.
- To accurately calculate fees for planning applications and advise customers accordingly.
- To keep up to date with changing technical, legislative and organisational requirements by undertaking appropriate development and training.
- To maintain service delivery to the highest standards.
- To investigate and act upon alleged breaches of planning control in accordance with adopted policy and procedure, including carrying out research and site visits, and updating customers, as required.

### **In the case of Band D of the Matrix in addition to the above, the following main duties also apply:**

- Where relevant, support the drafting of instructions for formal action and the serving of notices and associated legal documents.
- Where relevant, support the investigation of alleged breaches of other planning and environment-related legislation including that relating to the amenity and environmental impacts arising from construction activity.

- Preparation of comprehensive reports and assessments on wide-ranging & complex proposals.

## Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
<b>Education &amp; Qualifications</b>	<b>Band C</b>		
	5 GCSEs Grades A*-C/4-9 (or equivalent)	A-Levels or equivalent  Degree (Non Built Environment)	Application Form,  Interview,  Certificates
	<b>At Band D</b>		
	Relevant Built Environment Degree qualification.		Application Form,  Interview,  Certificates
	OR  Minimum of 12 months experience at respective Band C level wherein competencies, behaviours and performance have been demonstrated in line with the job description and person specification and appraisal frameworks		

<b>Experience &amp; Knowledge</b>	Experience of working within a customer service environment including dealing with customers via written correspondence, face to face communication and on the telephone.	Knowledge and understanding of the role and purpose of the Local Authority, the responsibilities of the Service area, and the political operating arena	Application form  Interview
	Experience of working flexibly, prioritising tasks to meet deadlines.	Experience of using data management systems	Application form  Interview
	Experienced user of information technology and Microsoft Office packages including Word, Excel and Outlook.	Understanding of relevant policy, procedure and legislation relevant to the role	Application form  Interview

	Experience of using data management systems	Understanding of and the application of Lean/Systems Thinking to processes and procedures to deliver best value and customer focussed outcomes	Application form
	<b>In addition, for Band D</b>		
	Knowledge and understanding of the role and purpose of the Local Authority, the responsibilities of the Service area, and the political operating arena.	Advanced understanding of relevant policy, procedure and legislation relevant to the role, and commensurate to the operating level.	Application form Interview
	Experience of using data management systems.	Experience of presenting effectively in meetings e.g., with stakeholders	Application form
	Understanding of relevant policy, procedure and legislation relevant to the role, and commensurate to the operating level.	Advanced knowledge and understanding of the role and purpose of the Local Authority, the responsibilities of the Service area, and the political operating arena.	Application form Interview

<b>Skills &amp; Abilities</b>	Ability to take ownership, and show accountability, and responsibility for behaviours/ and actions.		Interview
	Ability to work well within and as part of a team		Interview
	Highly effective verbal and non-verbal communication skills.		Application form Interview
	Resilience, ability to manage contentious situations and deal with matters of dispute.		Interview
	Ability to show resilience and able to manage contentious situations and deal with matters of dispute.		Interview

	You have professional personal presentation to reflect the customer facing nature of the business.		Interview
	Demonstrable commitment to Continual Professional Development and personal development, with a willingness to, and work to identify your development needs.		Interview
	Ability to demonstrate clear awareness of our Equal Opportunities and Safeguarding responsibilities.		Interview

<b>Core Behaviours</b>	<b>Excellence</b> - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a 'can do' attitude in all the work you deliver, ensuring it meets the needs of current and potential customers.		Interview
	<b>Simplicity</b> - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.		Interview
	<b>Trust and Respect</b> - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.		Interview
	<b>Working Together</b> - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.		Interview
	<b>Responsibility</b> - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.		Interview

<b>Other Requirements</b>	Willingness to attend evening and weekend meetings/events as required to fulfil the needs of the service.		Interview.
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<b>Compiled/Reviewed by</b>	Kim Allen Group Leader, Development Management
<b>Date</b>	29 <sup>th</sup> April 2024

## **Section C: Additional Information**

### **Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

### **Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

### **Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

### **Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

### **Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

## **Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

## **Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.