

**SUPPORTING INFORMATION FOR THE POST OF
PLANNING ENFORCEMENT OFFICER**

August 2020

Development, Economic and Cultural Services

PLANNING ENFORCEMENT OFFICER

CAREER GRADE B2/C1 - £24,313 to £29,636

37 hours per week

The Compliance and Enforcement Team is part of NKDC's Development Management Service, and is responsible for a range of important functions including enforcement, proactive development monitoring, tree protection and collection of developer contributions.

A vacancy has arisen in the team for a planning enforcement officer. This is a full time position, for 37 hours per week.

The successful candidate will be responsible for undertaking site visits and investigating suspected breaches of planning control, and will assist the Council to regularise confirmed breaches of planning control either by successful negotiation or by use of enforcement action.

The successful candidate will be an excellent communicator, willing to work as part of a friendly and high performing team. This is an exciting and varied role, and candidates will be organised, self-motivated and self-disciplined, with some previous experience working in a regulatory or enforcement environment. Diplomacy is essential, as is an ability to handle conflict and challenge.

A formal qualification or previous work experience in planning, law or a similar discipline is desirable, although training opportunities will be available for an ambitious candidate with transferable skills.

This is a career graded post, and therefore the terms of appointment and career progression will be based on the successful candidate's qualifications, experience and ongoing professional development.

Prospective candidates are strongly urged to make further enquiries before applying. For an informal discussion please contact the Compliance and Enforcement Team Leader, Michelle Hoyles, on 01529 308112

The closing date for applications is 6 September 2020

Interviews will be held on 11 September 2020

Dear Applicant

Vacant Post: Planning Enforcement Officer

Thank you for your interest in the above post.

The post will be based in the Development, Economic and Cultural Services Division of the Sustainable Growth Directorate.

I enclose an application pack, which includes: application form; the role profile and position overview for the post.

Please ensure that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the overview carefully. If you do not demonstrate on the form that you fulfil the essential criteria for the position, you are unlikely to be successful in your application.

The closing date for applications is 6 September 2020

Interviews will be held on 11 September 2020

Yours faithfully

Steph Bond
HR Business Partner

POST TITLE: Planning Enforcement Officer

Technical & Service Delivery B2 – Generic Role Profile

JOB PURPOSE:

To apply technical skills and knowledge across the service ensuring a high standard of customer service and to support the delivery of the NK Plan

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Provide technical, policy or procedural advice and guidance to colleagues and customers
- To develop and provide instruction, guidance and training to colleagues as required
- Support the development of and follow procedures to ensure adequate resources are available to meet the needs of the service as appropriate
- Respond and resolve a range of enquiries or problems, judging when to pass serious and/or complex enquiries or problems to a more senior officers
- Diagnose and rectify faults/problems with equipment, systems and or procedures; liaising with other teams and/or partners as appropriate
- Support the development and implementation of new methods, techniques, equipment and/or systems
- Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock in accordance with approved relevant procedures, ensuring security is maintained
- Ensure a range of service-specific data is accurately recorded and securely maintained
- Plan and prioritise own workload to ensure operational efficiency, responding to new demands, including those arising from non-standard work
- Assist in the production and delivery of service-specific reports, briefings and presentations
- Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service
- Monitor and maintain a safe working environment for self and others
- Promote a positive image of the service area and the Council as a whole
- Ensure effective communication with Councillors and team members at all levels
- To lead by example by embracing and living the organisation's values and behaviours
- To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

KNOWLEDGE, SKILLS & EXPERIENCE

- Either academic or vocational qualifications
- Or
- Equivalent work experience in a comparable setting
 - Developed numeracy, literacy and IT skills as appropriate
 - Specialist knowledge of relevant systems/equipment/processes

- Initiative and judgement to resolve problems independently
- Ability to communicate clearly through multiple channels
- Knowledge of relevant legislation, policies and procedures
- Ability to assess data and information and to identify problems
- Skills in influencing and negotiating with colleagues, customers and partners

**POST TITLE: Planning Enforcement Officer
Specialist & First-Line Management C1 - Generic Role Profile**

JOB PURPOSE:

To support the Manager in leading an efficient and effective service, applying specialist skills that ensure high quality service delivery and professional standards to meet the organisation's priorities and ambitions. To apply strong people management where appropriate in line with North Kesteven District Council's Corporate Values.

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Work with service manager to ensure the service is delivered within resource and budgetary restraints
- Maintain an awareness of specialist developments relevant to own area of responsibility and provide advice and support to others
- Being responsible for the development of procedures and to ensure the needs of the service are met as appropriate
- Support policy development within the service in line with the NK Plan
- Assess, analyse and interpret both qualitative and quantitative data, identify trends and test solutions to support the resolution of issues
- Review systems and processes in own work area, consider areas for improvement and suggest revised working practises, systems, equipment or processes
- Develop internal and external networks and investigate best practise in other areas to continue to improve service delivery
- Monitor, maintain and input data to meet both internal and external requirements
- Determine priorities to meet planned objectives and requirements
- Advise on the future resources and associated costs for provision of the service
- Assist in report writing and development of briefings and presentations
- Regularly contribute to the provision of management information
- Ensure all legislative and organisational requirements are met within the service
- Work with partners, and gain a good working knowledge of their remits in order to achieve mutual objectives
- Competence in taking clear and consistent decisions in support of the Council's broader objectives
- Capability to operate effectively and with discretion with regard to politically sensitive information and situations
- Oversee projects, ensuring each is delivered to a high standard, on time and within budget
- Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service

- Monitor and maintain a safe working environment for self and others
- Promote a positive image of the service area and the Council as a whole
- Ensure effective communication with Councillors and team members at all levels
- To lead by example by embracing and living the organisation's values and behaviours
- To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

KNOWLEDGE, SKILLS & EXPERIENCE

- Either academic/vocational qualifications or in depth work experience in relevant role
- Numeracy, literacy and IT skills
- In depth knowledge of relevant systems/equipment/processes
- Initiative and judgement to resolve problems independently
- Ability to communicate clearly through multiple channels
- Understanding and application of relevant legislation, policies and procedures
- Effective planning and project management skills, with the ability to work to deadlines.
- Pragmatic and solution orientated. Committed to continuous improvement and high Standards.
- Experience of negotiation, influencing, building and sustaining relationships in order to achieve results. Interpersonal skills at all levels internally and externally.

MANDATORY JOB REQUIREMENTS

For appointment at Career Grade B2:

- Full UK driving licence and access to a car for work purposes
- 2 A-level qualifications, or equivalent
- Previous work experience involving negotiating, influencing and persuasive skills

For appointment at Career Grade C1:

- Fulfilment of all mandatory requirements at Career Grade B2; plus:
- A relevant level 3 qualification in planning enforcement or a similar discipline;
- At least 2 years' experience in planning enforcement, development management or equivalent private sector practice
- Demonstration of a comprehensive knowledge of relevant legal principles, policy and guidance related to planning enforcement practice; and
- Demonstration of competency in handling a broad range of enforcement investigations through to resolution.

OUR COMMITMENT:

NKDC is a people-focussed, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

Position Overview

Knowledge	The jobholder needs knowledge of the Organisation's relevant procedures or practices plus additional practical and procedural knowledge in order to do this job. He/she also needs a detailed understanding of the relevant legislation related to his/her area of work plus a detailed understanding of the underlying concepts and principles of the specialist area within which this job operates. All the knowledge required could be gained through extended experience or training in relevant areas of work.
Mental Skills	The jobholder is regularly faced with problems or situations which he/she must resolve personally and some of the more difficult ones are not covered by existing rules, procedures or instructions. Analytical skills are needed in order to interpret available information. When trying to clarify one of the more complex problems that he/she has to resolve, the information required can come from a number of similar sources.
Interpersonal and Communication Skills	Advisory, guiding, negotiating and/or persuasive skills are required regularly at a developed level. It involves the exchange of complicated and/or sensitive information, both orally and in writing. The information can often be both complex and potentially contentious and the jobholder has to communicate this sort of information to a range of different types of audience, including non-specialists. It is, however, generally restricted to one main subject area.
Physical Skills	Specific physical skills are required, involving a considerable level of precision, for some of the tasks in this job.
Initiative and Independence	The jobholder's activities are undertaken in accordance with policies and procedures laid down by others, although the jobholder is not always given instructions or predetermined schedules defining how the main task(s) are to be carried out. He/she is expected to prioritise allocated tasks and duties within the workload for the day and is required to make decisions about when and how duties are to be carried out beyond that. The jobholder is free to decide independently, i.e. without first referring to anyone else, how to handle problems or situations which have not arisen previously and for which there are no specific procedures or precedents.
Physical Demands	This job requires the jobholder to stand or walk for a medium proportion of the total working time. Working in distinctly awkward positions is also required for a small but distinct proportion of the total working time.
Mental Demands	Concentrated mental attention is required to ensure that the tasks and duties of this job are carried out correctly. This has to be applied over medium periods of time at least once a day. There is a need for concentrated sensory attention by the jobholder for short periods. Working to deadlines is a feature of this job. While some of these are foreseeable in the normal cycle of work, others are unpredictable in nature and occur very frequently. He/she is regularly subject to conflicting demands,

with more than one person requiring a service or assistance simultaneously. Unavoidable interruptions occasionally make it difficult to complete the job duties.

Emotional Demands	The job involves direct involvement, both in person and by telephone, with people whose personal circumstances or behaviour could place emotional demands on the jobholder or cause emotional upset. These are mainly users of the Organisation's services and the highest level of emotional demand could be described as "significant". This significant emotional demand is an integral feature of the job occurring relatively often.
Responsibility for People - Well-Being	The jobholder has an impact on the well-being of individual, or groups of, people by the personal provision of a service direct to those who are receiving it. He/she also personally implements and enforces Statutory Regulations which can have a direct impact on people's health, safety or well-being. The jobholder also has a contributory responsibility for the development of the Organisation's policies and supporting procedures or practices in relation to the well-being of people, to meet changes in the social, economic, political or relevant legal or technical environment. He/she also provides advice and guidance on both established internal policy and external regulations and/or statutory requirements related to the well-being of people.
Responsibility for Supervision, Direction, Co-Ordination of Employees	The jobholder is not required to supervise or manage any Organisation employees. The job regularly involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.
Responsibility for Financial Resources	The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.
Responsibility for Physical and Information Resources	The jobholder's main responsibility for physical resources is for manual and/or computer information. He/she personally produces or processes some of this information and is responsible for the accuracy of the data produced by other people or for taking positive and unusual steps to ensure the accuracy, confidentiality and security of data produced personally. The jobholder also has a responsibility for equipment and/or tools which he/she has to both use and maintain. On the equipment for which the jobholder has a maintenance responsibility he/she has to carry out "day-to-day" maintenance (i.e. cleaning, re-fuelling, carrying out minor repairs, etc.).
Working Conditions	The jobholder regularly works outdoors and is usually exposed to the weather when doing so. This exposure occurs for a moderate proportion of the overall working time. The job also involves regular exposure to very disagreeable, unpleasant or hazardous situations for a small proportion of the total working time. Serious verbal abuse, aggression or other anti-social behaviour from members of the public is an unavoidable and frequent feature of this job. These incidents are often lengthy.

MAIN TERMS AND CONDITIONS

Post of: Planning Enforcement Officer

A copy of the job description and person specification is attached.

Salary

GRADE B2/C1 - £24,313 to £29,636

Hours of work

The hours of worked are 37 per week. A scheme of flexible working hours is in operation whereby, within prescribed limits, an individual's precise working hours are left to his/her own choosing.

Holidays

The annual holiday entitlement is pro rata to 25 days (pro rata to 30 days after 5 years service in local government) plus a further 8 Bank and Public days, pro rata.

Car Allowance

An essential user car allowance is payable

Health Scheme

You will also have the opportunity to join the Health Shield cash plan.

Sickness

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

Pension

This is a Local Government Pension Scheme

The closing date for applications is 6 September 2020

Interviews will be held on 11 September 2020