



ROLE PROFILE

Role Title: Enforcement Officer

Service: Growth & Development, Development Management, Heritage & Environment

Directorate: Place and Community

Accountable to: Principal Planning Officer

Grade: SO1

Car Category: Essential

Purpose of role

- To assist in the investigation of alleged breaches of planning control and to check on the compliance with the terms and conditions of implemented planning consents.

Key Objectives

1	To respond to complaints of alleged breaches of planning control, to investigate and assemble evidence of such breaches and to attempt to secure, by persuasion, an end to such breaches
2	To check on the compliance with the terms and conditions of implemented planning consents.
3	To assist in the processing of enforcement appeals, including the preparation and presentation of evidence at Public enquiries.
4	To prepare and present evidence in Court.
5	To maintain and update manual and computer records of all complaints and enforcement proceedings.
6	To serve relevant notices on individuals/companies in breach of planning and associated legislation (e.g. enforcement and stop notices relating to alleged breaches of planning and CIL Regulations)





Scope

This post will work primarily with the Development, Heritage and Environmental Management and Strategic Planning and Implementation teams in respect of planning and conservation matters. They will have contact with Elected Members, businesses and the public in the exercising of the role.

Work Profile

1. Strategy

The post holder will have a contributory role in terms of the Council's planning, development, conservation and regeneration strategies and plans. They will also contribute to the service plan for the Development, Heritage and Environment division.

2. Performance

The post holder will ensure that relevant performance targets are met in respect of undertaking their role.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

They are accountable to the Principal Planning Officer for the delivery of their own personal objectives.

3. Service Quality

The post holder will make recommendations for policy and procedural changes etc. and ensure that decisions are implemented correctly, that all necessary approvals are obtained, and that projects are carried out satisfactorily having regard to the need to engage, involve, VFM, standing orders.

They will comply with the operating procedural requirements, maintaining, reviewing, developing and improving the service procedures, and monitoring performance output against indicators.

They will be aware of and keep up to date with all relevant developments in relation to the work of the Service.





4. Resource Management

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individuals within their remit and in order to undertake their own role.

5. Supervision and Management

The post holder does not have direct line management responsibility.

6. Culture

The post holder will support the development of a positive organisational culture in line with the Council competency framework, that is outward looking, performance and customer focused, applying effectively leadership skills to individual situations and colleagues.

7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Principal Planner, Development, Heritage and Environment Manager, Head of Service, and Corporate Director as appropriate, detailing progress, risks to success and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with their manager, members of their team, and partner agencies and members of the public, in order to support the planning process.

9. Commitment





The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to standards within Development Management, Heritage and Environment Services and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

To meet the Council's Standards of Customer Care at all times.

14. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.





16. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development:

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

To draft and design services and delivery plans that bring innovation to the management of Development Management, Heritage & Environment services and improves the customer experience.

20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Principal Planning Officer.

To discharge any delegation made by the council to the post holder effectively and efficiently, ensuring that outcomes and benefits are achieved and captured.

They will support organisational change in relation to Development Management, Heritage & Environment and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.





22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for off site visits and office-based work.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	A qualification in planning and / or law enforcement		X	A
	Training in and experience of, law enforcement and / or security or similar work		X	A, I
	Experience of planning control (including enforcement) work		X	A, I
	Experience of conducting interviews under PACE		X	A, I
	Working knowledge of planning legislation		X	A, I
	Ability to read and interpret maps and plans	X		A, I
	Experience of using, and good working knowledge of, computer applications (e.g. Word, Excel, Outlook, etc.)	X		A, I
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks	X		A, I, T
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I





Planning capacity and resources	Able to work flexibly to meet the needs of the role	X		A, I, T
Influencing and interpersonal skills	Good and effective interviewing and investigating skills	X		A, I
	Ability to act with tact, thoroughness, firmness, determination and maturity of judgement, particularly in situations that can be sensitive, difficult and highly charged	X		A, I
	Ability to negotiate and communicate effectively both verbally and in writing	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Ability to work across the service's operations, to identify a range of appropriate solutions to issues and problems.	X		A, I
	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to consider and assess risks associated with improving services and raising customer standards.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Ability and willingness to continuously improve through implementation of changes on a regular basis.	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I





Other	Commitment to Equality	X	A, I
	Commitment to Health & Safety	X	A, I
	Satisfactory Baseline Personnel Security Standard Check	X	Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X	A, I
	Access to own transport i.e. car / motorcycle and relevant current full driving licence, or equivalent mobility	X	A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	





Print Line Manager	Print Head of Service	Date
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