

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Places

**DIVISION:** Planning and Strategic Transport

**JOB TITLE:** Planning Officer

**N.B: If you have any issues printing this document please contact HR**

## **ROLE PROFILE**

<b>Job Title:</b>	Planning Officer
<b>Department:</b>	Places
<b>Division:</b>	Planning and Strategic Transport
<b>Grade:</b>	Grade 6
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Team Leader (Applications)
<b>Responsible for:</b>	No staff responsibilities
<b>Role Purpose and Role Dimensions:</b>	<p>The provision of an effective and responsive development control service:</p> <p>At Grade 6: On a caseload of straight forward planning applications and applications for prior approval (and associated appeals) primarily focussed on householder applications as allocated.</p> <p>At Grade 7: On a caseload of predominantly straightforward planning applications and appeals related to a range of development types, but including many householder applications as allocated.</p> <p>At Grade 8: On a mixed caseload of planning applications and appeals, covering a range of development types and issues as allocated, some of which might well include some minor planning obligation and Community Infrastructure Levy implications.</p> <p>At Grade 9: On a mixed caseload of planning applications and appeals covering a range of development types – some of which will include more complex planning applications and related planning obligation and Community Infrastructure Levy implications</p> <p>At Grade 10: On a mixed caseload of planning applications and appeals, including large, complex and specialised developments types and issues as allocated.</p>

At Grade 11: On a caseload of mostly complex applications requiring a wide range of knowledge and contacts as allocated

**Commitment to Diversity:**

As a member of the North Area or South Area Applications Team to take individual and collective professional responsibility for championing the Council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

**Key External Contacts:**

Planners and other professionals representing applicants, regular consultees such as Historic England, Greater London Authority, Transport for London, Planning Inspectorate and the general public.

**Key Internal Contacts:**

Collaborating and working with tree and enforcement officers and colleagues from spatial planning, transportation, regeneration and housing, development and legal.

**Financial Dimensions:**

Calculating planning fees, Community Infrastructure Levy and S.106 negotiations.

**Key Areas for Decision Making:**

To make recommendations on the planning merits of development proposals.

**Other Considerations:**

Ability to attend evening or weekend meetings and from time to time and to work hours required to meet pressing deadlines that may exceed contracted hours.

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA\)](#)

No

## **Key Accountabilities and Result Areas:**

**Responsible for the processing of own case load of planning and related applications, the complexity of which will rise with progression through the career grade from simple to more complex proposals**

**Processing own caseload of appeals to the Planning Inspectorate**

**Provision of pre-application advice service on a range of development proposals**

**Promotion of customer satisfaction on development management services**

**Implementation of planning legislative matters**

## **Key Elements:**

### **This will involve:**

- Evaluating and negotiating on own applications
- Writing reports and making recommendations having regard to all material considerations
- Presenting applications to the Planning Committee at the upper end of the career progression

### **This will involve:**

- Ensuring that all appeal documentation is completed and submitted to the Planning Inspectorate on time and that appeal submission have regard to the development plan and to all other material considerations
- Defending the Council's decisions by attending appeal hearings and giving evidence at public inquiries

### **This will involve:**

- Attendance on the Duty Officer Rota and responding to telephone and written enquiries
- Provision of written advice in accordance with adopted protocols

### **This will involve:**

- Noting customer satisfaction feedback on service delivery for personal development
- Responding to Member Enquiries
- Promoting the service in relation to development projects within the Council
- Responding to customer enquiries and complaints on the service

### **This will involve:**

- Recommending legal action including the serving of statutory notices on appropriate casework
- Implementing changes in service delivery arising from new legislation and decisions taken by the Planning Inspectorate, courts and the Ombudsman
- Implementation of guidance and advice on casework so that planning work complies with legislative requirements

## **Green Commitment**

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

## **Data Protection**

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

## **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc. as appropriate.

## **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.



## Person Specification

- Job Title:** Planning Officer
- Career Grade Level 1**
- Essential knowledge:**
- A-Levels or equivalent that would allow entry onto RTPI accredited first degree
  - Appreciation of current issues & developments affecting planning, regeneration & local government in London
  - Policy: Appreciation of main Central Government & development plan policy issues
  - Law: Appreciation of development management legislation
  - Appreciation of the operation of local government
- Essential skills and abilities:**
- Writing: display general level of ability in letter and report writing; exhibit a clear & comprehensible writing style in line with Plain English principles
  - General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
  - Specialist IT skills: Acolaid/Uniform or other planning related system and spreadsheets desirable
  - Appreciation of decision drafting: conditions/reasons for refusal desirable
  - Ability to read and scale drawings and appreciation of urban design skills
  - Time/priority management: developing ability & understanding of techniques
  - Ability to work under pressure
  - Methodical and attention to detail
  - Logical thinker and ability to analyse and weigh issues
  - Appreciation of team working
  - Polite, helpful and building confidence
  - Negotiation: developing ability & understanding of techniques; clear listening, questioning and reasoning ability
  - Verbal communication: effective in most situations
  - Presentation skills: developing ability
  - Customer care awareness
- Essential experience:**
- Planning applications: appreciation of processes involved desirable
  - Appeal awareness: understanding of process desirable
- Special conditions:**
- To be prepared to attend evening and weekend meetings (e.g. Committees & events within the borough) desirable
  - Ability to drive
  - Able to walk and climb stairs

## Career Grade Level 2

### Essential knowledge:

- First degree or equivalent that would allow entry onto RTPI accredited postgraduate degree
- Understanding of current issues & developments affecting planning, regeneration & local government in London
- Policy: understanding of main Central Government & development plan policy issues
- Law: understanding of development management legislation
- Understanding of the operation of local government

### Essential skills and abilities:

- Writing: display general level of ability in letter & report writing; exhibit a clear and comprehensible writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system & spreadsheets desirable
- Basic decision drafting: conditions/reasons for refusal
- Ability to read and scale drawings and appreciation of urban design skills
- Time/priority management: developing ability and understanding of techniques
- Ability to work under pressure
- Methodical and attention to detail
- Logical thinker and ability to analyse and weigh issues
- Developing ability at working in teams
- Polite, helpful and confident
- Negotiating: developing ability and understanding of techniques; clear listening, questioning and reasoning ability
- Verbal communication: effective in most situations
- Presentation skills: developing ability
- Customer care understanding

### Essential experience:

- Planning application: understanding of processes involved
- Appeal experience: understanding of process

### Special conditions:

- To be prepared to attend evening and weekend meetings (e.g. Committees & events within the borough) desirable
- Ability to drive
- Able to walk and climb stairs

## Career Grade Level 3

### Essential knowledge:

- RTPI accredited postgraduate degree
- Good understanding of current issues & developments affecting planning, regeneration & local government in London
- Policy: good understanding of main Central Government & development plan policy issues
- Law: good understanding of development management legislation
- Good understanding of the operation of local government
- Writing: display good level of ability in letter writing; clear reports on a wide range of planning issues; exhibit a clear and comprehensible writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system & spreadsheets desirable
- Competent decision drafting: conditions/reasons for refusal
- Urban design skills: general level of proficiency
- Time/priority management: effective in most situations
- Ability to work under pressure and appreciation of stress management
- Ability to achieve a quality/quantity balance
- Logical thinker and ability to analyse & weigh complex issues
- Proficient at working in teams
- Assertiveness: developing effective ability
- Negotiation: good level of proficiency; clear listening, questioning and reasoning ability
- Verbal communication: effective in difficult situations
- Presentation skills: effective ability
- Customer care competence

### Essential skills and abilities:

### Essential experience:

- Planning Applications: a wide range of developments including major applications
- Appeal experience: written representations and hearings

### Special conditions:

- To be prepared to attend evening and weekend meetings (e.g. Committees & events within the borough) desirable
- Ability to drive
- Able to walk and climb stairs

## Career Grade Level 4

### Essential knowledge:

- RTPI accredited post graduate degree
- Eligible for membership of the RTPI
- Comprehensive understanding of current issues & developments affecting planning, regeneration & local government in London
- Policy: comprehensive understanding of main Central Government and development plan policy issues
- Law: comprehensive understanding of development management legislation and a good appreciation of related legislation including local government legislation
- General level of political awareness and comprehensive knowledge of the operation of local government

### Essential skills and abilities:

- Writing: display high level of ability in letter writing; clear reports on complex or controversial issues; exhibit a clear and comprehensible writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system and spreadsheets desirable
- Proficient decision drafting: conditions/reasons for refusal
- Urban design skills: high level of proficiency
- Time/priority management: good level of proficiency
- Ability to work under pressure and handle stress
- Demonstrable ability to take tactical decisions and achieve high quality and high level outputs through the practical application of project management techniques
- Innovative thinker and ability to analyse & weigh complex issues
- Good understanding of the dynamics of team working
- Assertiveness: high levels of proficiency
- Negotiation: high level of proficiency; clear listening, questioning and reasoning ability
- Verbal communication: good level of proficiency in most scenarios
- Presentation skills: presentation of non-controversial items at Planning Committee
- Customer care champion

### Essential experience:

- Planning Applications: several years experience including major applications and complex developments
- Appeal experience – complex hearings and/or public inquiries

### Special conditions:

- To be prepared to attend evening and weekend meetings (e.g. Committees & events within the borough)
- Ability to drive
- Able to walk and climb stairs

## Operation of the Career Grade

**Job Title:** Planning Officer

The academic qualification and level of experience criteria are set out below:

Salary Scale	Required Qualification, Experience & Competences
<b>Level 1</b>	
6	<ul style="list-style-type: none"> <li>• A-levels or equivalent that would allow entry onto an appropriate RTPI accredited first degree</li> <li>• Sufficient knowledge and/or experience of work within development management to be able to perform at a satisfactory level</li> <li>• Assessment of competence against the role profile &amp; the Level 1 person specification</li> </ul>
<b>Level 2</b>	
<i>Progression subject to formal interview &amp; assessment</i>	
7	<ul style="list-style-type: none"> <li>• First degree or equivalent that would allow entry onto an appropriate RTPI accredited postgraduate degree</li> <li>• Planning experience desirable</li> <li>• Assessment of competence against the role profile &amp; the Level 2 person specification</li> <li>• Past performance against targets (for internal assessments only)</li> </ul>
<i>Progression subject to assessment by line manager &amp; agreement of service head</i>	
8	<ul style="list-style-type: none"> <li>• Successfully completed 1<sup>st</sup> year of postgraduate degree</li> <li>• 1 year's development management planning experience</li> <li>• Assessment of competence against the role profile &amp; the Level 3 person specification</li> <li>• Past performance against targets (for internal assessment only)</li> <li>• General understanding as to the workings of Community Infrastructure Levy</li> </ul>
<b>Level 3</b>	
<i>Progression subject to formal interview and assessment PLUS a suitable vacancy</i>	
9	<ul style="list-style-type: none"> <li>• An appropriate RTPI accredited postgraduate degree</li> <li>• 2 years' development management planning experience</li> <li>• Assessment of competence against the role profile &amp; the Level 3 person specification</li> <li>• Past performance against targets (for internal assessment only)</li> </ul>
<i>Progression subject to assessment by line manager &amp; agreement of service head</i>	
10	<ul style="list-style-type: none"> <li>• An appropriate RTPI accredited postgraduate degree</li> <li>• Generally 2 year's post qualification development management planning experience</li> <li>• Assessment of competence against the role profile &amp; progress towards the Level 4 person specification</li> <li>• Past performance against targets (for internal assessments only)</li> </ul>

	<ul style="list-style-type: none"> <li>Demonstrable experience of calculating more complex Community Infrastructure Levy payments and the application of the related Regulations</li> </ul>
<b>Level 4</b>	
<i>Progression subject to formal interview &amp; assessment PLUS a suitable vacancy</i>	
11	<ul style="list-style-type: none"> <li>An appropriate RTPI accredited postgraduate degree</li> <li>Generally 4 years' post qualification development management planning experience</li> <li>Assessment of competence against the role profile &amp; the Level 4 person specification</li> <li>Past performance against targets (for internal assessments only)</li> <li>Demonstrable experience of calculating Community Infrastructure Levy associated with "major" development proposals and the application of the related Regulations</li> </ul>

### Entry criteria

- An officer's starting salary scale entry point will be based on both qualification and experience at the time of employment, in addition to an assessment of their competence against the role profile & the appropriate level of the person specification. These entry requirements are defined in the table above for each salary scale band. Officers will normally start at the bottom of the salary scale band that they qualify for.

### Progression each year

- Decisions on annual progression up the salary scale points within a salary scale band takes place in the normal manner through the council's PDCS process and is unaffected by the career grade scheme.
- Assessments to move up to the next salary scale band will take place in March of each year alongside the council's PDCS process so that, if awarded, the new salary level can be paid from 1 April. If there is a delay in carrying out assessments, any promotion that is awarded will be backdated to 1 April
- An officer who starts employment with the Council between 1 April and 30 September in any year can apply to move in the following March for commencement on 1 April: that is between 6 and 12 months from their start date. An officer who starts employment with the Council between 1 October in on year and 31 March in the following year can apply to move in the subsequent March for commencement on 1 April: that is between 12 and 18 months from their start date.
- Officers should only apply to move when they are confident that they have achieved all of the appropriate criteria for the next band (as set out in the table above) as only one application to move to the next salary scale band can be made in any 12 month period. The scheme will only allow an officer to move to the next salary scale band, it does not allow them to jump a salary scale band.

### Progression within the career grade levels

Movement from salary scale 7 to 8 or from 9 to 10:

- Confirmation that an officer has reached the necessary level of qualification and experience:
- An explicit assessment, by their line manager, of competence against the requirements of the role profile & satisfactory progress towards the requirements of the relevant person specification: and
- That a satisfactory level and quality of work has been produced over the previous year.

This assessment has to be agreed in writing by the Head of Development Management. Any appeal against these decisions will be to the Director of Planning & Strategic Transport, whose decision will be final.

### **Progression between the career grade levels**

Movement from salary scale 6 to 7, 8 to 9 or from 9 to 10 will be based on a formal interview. It will generally be with the line manager, the Head of Development Management and a representative from HR. It is also likely to involve testing. Essentially it will be the same process as applying for the post in response to an advert. A decision to allow an officer to move will be based on:

- Confirmation that they have reached the necessary level of qualification and experience:
- An assessment of demonstrated competence against the requirements of the role profile & relevant person specification:
- That a satisfactory level and quality of work has been produced over the previous year.

Any appeal against these decisions will be to the Director of Planning & Strategic Transport whose decision will be final.