

Role Title	Infrastructure Planning Manager
Job Family	Regeneration, Planning and Delivery
Competency Level	Senior Manager
Pay Scale	PO9
Purpose	
<p>The role holder will lead, plan, develop and deliver expert infrastructure planning within the Place and Design team. They will have responsibility for infrastructure policy, monitoring and reporting, Section 106 and CIL collection and distribution, a full range of spatial information monitoring duties, and the development of a sustainable GIS service across the council. With a focus on delivery and maximising return on investment, they will play an influential role in delivering the infrastructure needed to support Waltham Forest's ambitious growth plans and ensure that local communities receive the investment they need. They will provide the corporate lead for input into all relevant boards and committees, and report directly to members.</p> <p>The role holder will manage the team responsible for the infrastructure planning, Section 106 and CIL, information monitoring and GIS and ensure their ongoing professional development. They will work proactively with colleagues across council directorates and with external stakeholders to manage the Council's approach to infrastructure planning, funding and delivery. They will develop, manage and deliver the programme for collection, monitoring and allocation of monies collected through S106 and CIL. They will prepare, review, monitor and implement Local Plan Policy, including working as part of the team responsible for the planned adoption of the borough's new Local Plan. They will take responsibility for the annual review of our Infrastructure Delivery Plan. They will oversee information and monitoring tasks involving the collection, analysis and monitoring of spatial planning data and ensure accurate reporting. They will manage the ongoing development of the council's GIS service, ensuring that it is fit for purpose and delivering its full potential for all users.</p>	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
Manage responses to complex professional or politically sensitive issues within the area of responsibility.	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p>

<p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> <p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>

Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
Implement a risk management programme and advise on issues affecting Council service areas.	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
Ensure the successful implementation of health and safety legislation, policies and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
Job Specific Accountabilities:	
<p>Develop and lead the infrastructure planning role of the Council's planning service. This will include:</p> <ul style="list-style-type: none"> Contributing to the preparation, adoption, review, monitoring and implementation of the borough's new Local Plan and supplementary planning guidance, masterplans, area frameworks and planning/development briefs; The preparation and review of the Borough's Infrastructure Delivery Plan (IDP) and Infrastructure Delivery Schedule; The identification of the data, information and analysis required to meet the development and regeneration needs of the Borough. Building and maintaining relationships with internal and external stakeholders Having full regard to the investment strategies and infrastructure programmes of other relevant organisations responsible for operating in or serving the borough; and 	<p>High quality, well informed infrastructure planning and delivery underpins the borough's growth plans. The approach is unified and well considered, resulting in the delivery of services, facilities and investment needed to support both new and existing communities.</p> <p>The new Local Plan is adopted in a timely manner and reviewed as appropriate. Relevant supplementary planning guidance is prepared to a high standard.</p> <p>The IDP is continually monitored and updated to ensure it is based on a robust and up to date evidence base. The IDP is clear and transparent, and understood by all stakeholders – including local communities.</p>

<ul style="list-style-type: none"> Ensuring technical and other assessments are updated as more information becomes available or as new infrastructure schemes or solutions are identified. 	<p>Members, officers and other partners receive high quality information and advice about infrastructure planning and the professionalism of the Council in relation to its partner organisations is upheld.</p>
<p>Lead on the development, implementation and review of relevant strategies, programmes and policies relating to the capture, monitoring and allocation/spending of S106 and CIL monies. Engage with relevant teams, including legal and finance colleagues in developing effective delivery programmes. Develop, produce and manage timely and accurate reporting procedures to meet and ensure compliance with the relevant statutory requirements.</p>	<p>Programmes and policy are developed and amended as required in order to maximise the opportunities for development within the Borough.</p> <p>Programmes and policies are effectively implemented in conjunction with other relevant service areas.</p> <p>Opportunities for innovation and transformation in the way we capture, monitor and spend S106 and CIL monies are identified and actioned.</p>
<p>Provide the corporate lead on reporting to Senior Management and Elected Members through all relevant boards, committees, briefings and enquiries.</p>	<p>Senior Management and Elected Members are well informed on all matters relating to the post and engage with all processes involved. Complex matters are communicated in an easy to understand, clear manner.</p>
<p>Build and manage relationships with a range of internal and external stakeholders to facilitate the smooth implementation and monitoring of planning obligations.</p>	<p>All planning obligations are implemented and delivered as agreed and their progress is effectively monitored and reported. Risks and opportunities are identified, knowledge and best practice is shared, lessons learnt are identified.</p>
<p>Oversee planning information and monitoring tasks involving the collection, analysis and monitoring of spatial planning data including housing commencements and completions, housing land availability, industrial, commercial, office, retail, vacant premises and other data sets required to monitor spatial planning objectives.</p>	<p>All reporting responsibilities allocated to the planning team are completed in line with standards and timescales specified by the relevant department or regulator.</p> <p>Data reported by the Council is of the highest standard and passes all relevant data quality and data validation checks.</p> <p>Issues and risks are proactively resolved or escalated as appropriate</p>
<p>Manage the commissioning of services to support Local Plan preparation, monitoring, review and implementation for all aspects related to infrastructure planning and delivery and information monitoring.</p>	<p>The appointment of external persons/organisations in compliance with relevant procurement legislation.</p> <p>The timely review of all aspects of the Local Plan process and programmes for infrastructure planning.</p>
<p>Ensure relevant communication is maintained with senior leaders and key councillors and that infrastructure planning responds to and informs the political agenda</p>	<p>Councillor and key decision makers receive high quality information and advice about infrastructure planning and are engaged with the processes involved.</p>

Line manage staff involved in the preparation, monitoring and delivery of S106/CIL, infrastructure planning, information and monitoring and GIS. Support the Head of Service to develop and motivate the team and ensure their ongoing professional development.	The team work effectively together, as an integrated part of the wider planning service and across the Economic Growth and Housing directorate. There is a focus staff retention and development. Staff resources are deployed effectively.
Lead, develop and manage the Council's GIS infrastructure while keeping up-to-date with the latest GIS innovations, upskilling and training GIS users and acting as an ambassador for GIS across the Council. Ensure that we realise the full potential offered by GIS according to a cost effective and deliverable programme.	The use of consistent and linked GIS infrastructure is adopted across the council and is managed effectively. The full potential of our GIS infrastructure is realised.

Nature of Contacts

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

Frequent contact with members, directors, heads of service, and senior representatives from external organisations within the public sector

Responsible for managing sensitive situations and issues, including matters that are politically sensitive

Procedural Context

Reports to: Head of Place and Design

Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.

Plan over a longer period, co-ordinating developer and partnership activities with internal services and external bodies to develop and deliver the service. Manage own time and the work of others. Manage initiatives, projects and improvement programmes for own service area.

Responsible for overseeing and co-ordinating a specialist area. Required to lead new developments

in this area, including the development and implementation of new services, policies, procedures, programmes, projects and initiatives.

The role holder will be expected to work from other locations

Key Facts and Figures

Enable others to understand changes and developments in relevant area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver to agreed standards.

Manage a team of internal staff, and may have responsibility for managing external contractors / consultants

Resourcing

Budget Responsibilities: The role holder will have a budget for team salaries. They will also be responsible for overseeing the collection and monitoring of allocation/spending of all S106 and CIL monies. These monies vary from year to year, but based on previous financial years could range for £5-10 million.

Supervisory Responsibilities: This role requires the management of a team. Direct Reports will include:

- GIS Officer
- Data Quality Officer
- Information and Monitoring Officer
- Section 106 and CIL Officers

Knowledge, Skills and Experience

In depth and up-to-date knowledge of all relevant planning legislation, policies and procedures, particularly in relation to the planning and delivery of large scale initiatives and projects in London, CIL, S106 obligations and agreements, other funding mechanisms, and related processes

Considerable recent experience of Infrastructure Planning work including financial planning, budgetary and procurement management skills

Proven track record of providing relevant information and advice to Councillors, Senior Officers (across Council Directorates), Developers and the public on all aspects on infrastructure planning

Excellent networking and relationship-building skills, and the ability to deliver a high level of service that meets customer and stakeholder expectations

Excellent communication skills, and the ability to summarise and explain complex programme / technical issues to a wide range of stakeholders.

Experience, knowledge and understanding of management within the Local Plan process, particularly relating to infrastructure delivery/programming, the reviewing and monitoring of planning policy and delivery programmes and associated work streams

Experience of GIS and their application within Local Authority settings

Significant experience in successful design, implementation and evaluation of policy and delivery programmes

Substantial prior experience of recording, analysing and reporting complex data and information, within a planning/delivery context

Ability to manage staff

Experience of managing change effectively across a service area

Authority and credibility to build relationships, influence and successfully engage colleagues, partners and other stakeholders

Political awareness demonstrated in problem solving and decision making

Experience of developing and maintaining effective management information systems and resources

Experience of delivering projects and programmes within agreed timescales and budgets

Highly numerate, with excellent analytical and problem-solving skills

Advanced user of Microsoft Office, especially Word and Excel and other relevant software

Ability to communicate effectively using a wide variety of media and methodologies, including written, oral and visual means of communication

Well-developed interpersonal, persuasion and negotiating skills

Self-motivated, enthusiastic, and able to work with minimal supervision

Accustomed to managing conflicting deadlines and a demanding workload

Demonstrable commitment to equal opportunities and equality in employment and service delivery

Excellent research, analysis, interpretation and evaluation skills, demonstrating the ability to identify and diagnose complex problems/issues/ requirements and develop innovative strategic solutions

Indicative Qualifications

Educated to degree standard or equivalent

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

