

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Places

DIVISION: Planning and Strategic Transport

JOB TITLE: Deputy Team Leader (Applications)

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

ROLE PROFILE

Job Title:	Principal Planning Officer (Applications)
Department:	Places
Division:	Planning and Strategic Transport
Grade:	Grade 14
Hours (per week):	36
Reports to:	Team Leader (Applications)
Responsible for:	3 x Planning Officers
Role Purpose and Role Dimensions:	To have line management responsibility for a section of planning officers, provide guidance and support on all aspects of their working life and take decisions on a limited range of casework (utilising delegated powers). To evaluate and make recommendations on planning and related applications including those of a complex and controversial nature. To process appeals and participate in the delivery of service plan objectives and other service improvements.
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 professional representing applicants, Greater London Authority and government offices, regular consultees such as the Environment Agency, Historic England, Transport for London, professional planning organisations and the general public.
Key Internal Contacts:	Collaborating and working with tree and enforcement officers and colleagues from spatial planning, regeneration, housing, development and legal.
Financial Dimensions:	To generate income through charged for pre-application enquiries and to negotiate financial and other contributions in planning obligations.

Key Areas for Decision Making:

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

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:

Assist in the provision of operational and professional services within an applications team

Assist in the management of the staff in an applications team

Assist with resource management within an applications team

Deputise for the applications team leader when necessary

Responsible for the processing of planning and related applications including proposals of a complex and controversial nature

Responsible for the preparation of documents for own appeals provision of guidance to case officers in the team on their appeals

Responsible for the provision of a range of pre-application advice services on development proposals

Key Elements:

This will involve:

- Undertaking change management or service improvement projects as directed by the Team Leader

This will involve:

- Ensuring all staff benefit from an annual personal development review in accordance with agreed arrangements and follow other corporate guidelines
- Assist with the recruitment of new staff as agreed with the Head of Development Management

This will involve:

- Supervisory responsibilities for staff as directed by Team Leader

This will involve:

- Liaising with the Head of Service to ensure the continued delivery of high quality development management services
- Taking delegated decisions on planning applications as authorised

This will involve:

- Evaluating and negotiating on own caseload of applications, writing reports and making recommendations
- Taking decisions on relatively straight forward planning applications in accordance with the adopted scheme of delegation
- Monitoring and guiding planning case officers on their casework (including major planning applications)
- Presenting a range of planning applications types to Planning Committee (including large scale major planning applications)

This will involve:

- Ensuring that all appeal documentation is completed and submitted to the Planning Inspectorate on time and that appeal submissions 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:

- Responding to customer enquiries on free and charged for pre-application services
- Provision of planning advice on development proposals including those of a complex and controversial nature in accordance with adopted guidance

**Area Based Collaborative
Working Across the Places
Department**

**Promotion of customer
satisfaction on development
management services within a
section**

**Responsible for the
performance management of
services within a section**

Green Commitment

Data Protection

Confidentiality

This will include:

- Operating as the DM contact across cross cutting issues affecting the sustainable growth of town and district centres – attending and influencing the work of internal Area Programme Boards whilst maintaining a service overview of that area and its wider development and regeneration.

This will involve:

- Promoting and monitoring customer satisfaction levels for team members in service delivery
- Representing the Council at local forums and responding to Members enquiries
- Promoting the service in relation to development projects within the Council
- Responding to customer enquiries and complaints on the service

This will involve:

- Initiating legal action including the service 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
- Provision of guidance and advice on less complex or contentious problems so that planning work complies with legislative requirements
- Monitoring the performance of team members in all service areas

- 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.

- 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.

- 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:

Principal Planning Officer (Applications)

Essential knowledge:

- RTPI accredited post graduate degree
- Management training desirable
- Eligible for Membership of RTPI
- Comprehensive understanding of current issues & developments affecting planning, regeneration & local government in London
- Policy: comprehensive understanding of Central Government & development plan policy issues
- Law: comprehensive understanding of development management & related legislation and good understanding of local government legislation
- General level of political awareness and good understanding 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 & spreadsheets desirable
- Proficient decision drafting: conditions and reasons for refusal
- Urban Design Skills: high level of proficiency
- Time/priority management: high 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 & ability to analyse & weigh complex issues
- Good understanding of the dynamics of team working
- Assertiveness: high level of proficiency
- Negotiation: sophisticated and accomplished level of proficiency to lead complex and ongoing negotiations in politically sensitive scenarios
- Verbal communication: good level of proficiency in difficult scenarios
- Presentation skills: presentation of complex and controversial items at Committee
- Customer Care Champion
- Effective team management skills; leadership, motivation and delegation
- Developing team management skills; organisation, crisis management and change management
- Effective individual management skills: supervisory, training, coaching and mentoring
- Developing individual management skills: disciplinary and counselling
- Developing interview techniques
- General application of employment legislation

Essential experience:

- Planning Applications: several years experience including complex and strategic 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