



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Planning Enforcement Officer
<b>GRADE:</b>	POA
<b>POST NO:</b>	TBC
<b>GROUP:</b>	Planning, Regeneration and Environment
<b>SERVICE:</b>	Development Management and Building Control

### REPORTING STRUCTURE

<b>Reports to:</b>	Area Planning Enforcement Team Leader
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

To support the delivery of an efficient and effective Planning Enforcement Service, which residents have confidence in.

To investigate, assess and take appropriate action in respect of alleged breaches of planning control through the borough.

The post-holder will work constructively with the wider structures of Development Management and Building Control, alongside other Service Areas across the Council.

# A. Job Description

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## 1. Resident & Community Contribution

- Ensuring that a high standard of customer service is provided so that residents feedback of Planning Enforcement is positive.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- No direct supervisory responsibility, however may be requirement to assist in induction and training of peers and new employees.

## 3. Operational Service Delivery

- Investigating and progressing enforcement cases in an agreed manner; dealing in a customer focused way with complainants, those who are the subject of investigations, public sector partners, Councillors and the public.
- Understand relevant Planning legislation including a detailed knowledge of Permitted Development Rights and The Town and Country Planning Act 1990.
- Investigating and progressing enforcement cases by:
  - Carrying out site and desk-based investigations of alleged breaches of planning control and proactive monitoring when appropriate.
  - Researching, collating and assimilating relevant information in order to formulate reasoned recommendations.
  - Be able to effectively enter into negotiations with contraveners to remedy breaches of planning control.
  - Write enforcement reports recommending service of a range of different types of Enforcement Notices and case closures.
  - Supervise service of enforcement related notices.
  - Positively contribute to the preparation of documents for appeals, including production of detailed witness statement/exhibits and appear at informal hearings and public inquiries.
  - Investigating and preparing cases to undertake prosecutions and take prosecutions through the Magistrates courts and where necessary through the Crown Court.
  - Comprehensively understand enforcement/planning appeal decision letters, S106 Agreements and other legal documents.
  - Devise effective strategies to ensure compliance with Enforcement Notices with assistance from legal staff.
  - Preparing responses to and liaising with complainants, people who are subject to complaints and other interested parties.

- Work on proceeds of crime cases (POCA).
- Effectively liaise with other Council departments.
- Keep abreast of changes in Planning legislation and issues of Borough-wide importance including attendance at internal meetings when required.
- Manage a large and complex planning enforcement caseload.
- Work with the Council's Corporate Communications Team to publicise successful prosecutions.
- Work flexibly as part of a multi-disciplinary service on a wide range of planning and development issues and carry out other duties and responsibilities expressed and implied which arise from the nature and character of the post within the section or department.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

#### **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

#### **6. Continuous Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- To ensure opportunities to utilise e-planning (ICT) initiatives are maximised to deliver streamlined customer focused services.
- Improving communication channels with residents and agents to reduce avoidable contact.
- Developing internal linkages to ensure strategic thinking is at the heart of planning decision making.

#### **7. Contacts**

- Primary contact will be with other Officers and Managers within the Council, service users, residents and their representative bodies.

- Any Staff and Managers across the Planning Department, Councillors, Building Control Officers, Borough Solicitors, Trading Standards Officers, Business Rating Department, Environmental Health Officers, Housing Department (Estate Managers), Highways Management, Parking Enforcement, Anti-Social Behaviour Team and Communications Team.
- Members of the Public, Police Force, London Waste Regulatory Association, other Local Authorities, MP's, Residents Associations.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by the Area Planning Enforcement Team Leader, Area Planning Service Manager, Head of Development Management and Building Control, Assistant Director and Director and other Senior Managers across the Service Area.

## **9. Key Performance Indicators**

- Delivery of agreed Team Plans.
- Delivery against any agreed performance frameworks.

## B. Person Specification

### Planning Enforcement Officer

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This person specification will be used for recruitment to the **Planning Enforcement Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Excellent standard of English and Mathematics	✓	
Graduate in a relevant discipline or equivalent		✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
The ability to carry out unaccompanied site visits	✓	
Must have a valid UK Driving licence	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
A minimum 12 months Planning Enforcement experience involving, appeal work, prosecutions and service of a range of planning enforcement related notices	✓	
Experience of working with a wide range of IT packages	✓	
Experience and understanding of the development industry, the development process and construction methods	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Ability to understand, interpret and apply planning legislation and case law	✓	
Ability to work in a systematic way paying attention to detail and work to critical deadlines	✓	
Ability to write clear, balanced and concise reports, appeal statements and other correspondence appropriate to the needs of the reader	✓	
Proven negotiating and influencing skills	✓	
Ability to build effective relationships	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p><b>Respectful</b></p> <p>Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful.</p> <p>Treats all customers and colleagues with dignity and respect according to their individual needs.</p> <p>Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs.</p> <p>Demonstrates active listening skills, shows compassion and takes ownership.</p>	✓	
<p><b>Collaborative</b></p> <p>Adopts a 'One Council' approach to service delivery.</p> <p>Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions.</p> <p>Actively participates in learning activities and applies new knowledge and skills in the workplace.</p>	✓	
<p><b>Efficient</b></p> <p>Gives clear information about service standards and timescales.</p> <p>Plans, prioritise &amp; organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).</p> <p>Solution focused, challenges existing practices and suggests new ways of doing things.</p>	✓	
<p><b>Shows Integrity</b></p> <p>Aware of Local Government purpose.</p> <p>Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.</p>	✓	
<p><b>Open &amp; Honest</b></p> <p>Willing to try new things, accepts responsibility and learns from own mistakes.</p> <p>Remains positive and engages with change and service improvement.</p> <p>Remains open-minded to new ideas.</p> <p>To be open and honest.</p>	✓	