HILLINGDON
LONDON

JOB TITLE:	Assistant Planning Officer Graduate Planning Officer Planning Officer
GRADE:	SO1 - SO2 - POA
POST NO:	TBC
GROUP:	Planning and Sustainable Growth
SERVICE:	Development Management and Building Control

REPORTING STRUCTURE

Reports to:	Team Leader / Deputy Team Leader
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To support the delivery of an efficient, effective and customer focussed Planning Service. To take responsibility for the processing of a wide variety of planning submissions including Minor, Other and Householder Applications and any subsequent planning appeal work, together with the processing of pre-application planning enquiries whilst acting within delegated responsibilities.

You can enter the Planning Service at SO1, SO2 or POA grade level dependent on qualifications and level of practical experience.

A. Job Description

1. Resident & Community Contribution

- Ensuring a business-friendly planning service is provided to planning agents during the processing of planning submissions.
- Ensuring that a high standard of customer service is provided so that resident and agents feedback of Hillingdon Planning Services 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

- Validation of planning submissions including initial validation checks on receipt of applications and engaging positively with planning agents/applicants throughout the validation process.
- Processing and case management of householder and other planning applications, certificate of lawfulness applications, listed building applications and prior approvals from validation stage through to making recommendations to approve or refuse submissions. Undertaking site inspections and consultations as necessary, in accordance with agreed targets, timescales and priorities.
- Processing and case management of householder pre-application submissions including preparing professional reports and making recommendations.
- Preparing professional reports and making recommendations on planning applications for consideration by Team Leaders or the relevant Planning Committee.
- Preparing professional appeal statements and assisting in appeal proceedings where required.
- Dealing with post-decision matters such as discharge of conditions, advising on re-submissions and engagement in the Council's complaint process.

- Undertake consultations and liaise with other Services, statutory consultees, community groups, private groups and members of the public.

- Dealing with planning related enquiries in person, by telephone, in writing or virtually through use of the Microsoft Teams and Outlook functions.

- Use a document management system to manage caseload and assist in the operation and maintenance of the Service's computer-based and associated data-based planning information systems.

Additional Responsibilities at SO2

- In addition to the operational service delivery and job specification requirements, the processing and case management of more complex householder planning applications, certificate of lawfulness applications and prior approval submissions.

- Processing and case management of more complex householder & commercial pre-application submissions including preparing professional reports, conducting meetings with external stakeholders and making recommendations.

Additional Responsibilities at POA

- In addition to the operational service delivery and job specification requirements, the processing and case management of more complex minor and full planning applications for residential developments of between 1 and 9 residential units and commercial developments up to 1,000sq metres floorspace.

- Processing and case management of complex residential and commercial pre-application submissions including the preparation of detailed professional reports with informed recommendations.

- Preparing professional appeal statements and acting as the Council's lead witness in appeal hearings where required.

- Supervisory responsibility to assist in induction and training of peers and any new employees at Apprentice, SO1 and SO2 level.

4. Service Planning & Development

- Assist in implementing change within the Planning Service and support the delivery of excellent end to end planning services.

- 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. The post has no direct financial responsibilities.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Maintain knowledge of legislative changes which have a direct impact on service delivery across the Planning Service.
- To ensure opportunities to utilise e-planning (ICT) initiatives are maximised to deliver streamlined customer focused services.

7. Contacts

- Any staff and managers across Development Management, Planning Policy, Planning Specialists, Transportation and Planning Enforcement; other Senior Officers within the Council; Members of the Council, Staff and Managers in Other Service Areas, members of the public, residents, community groups/residents associations and other bodies representing the residents; applicants (developers, agents, consultants); contractors, agency staff, consultants, representatives of London-wide, regional and national bodies, staff in other LPAs.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.

9. Key Performance Indicators

- Delivery against any agreed Team Plans and Statutory targets.
- Delivery of agreed objectives.

B. Person Specification

Assistant Planning Officer (SO1) - Graduate Planning Officer (SO2) - Planning Officer (POA)

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	**ESSENTIAL**	**DESIRABLE**	**SCALE**
A Diploma or Degree in Town & Country Planning RTPI accredited course at graduate or post graduate level Or for SO1 grade - actively working towards a Diploma or Degree in Town & Country Planning RTPI accredited course	✓		SO2, POA SO1
Undertake on-going CPD (consistent with RTPI recommendations)	✓		SO1, SO2, POA
Member of the Royal Town Planning Institute or working towards membership of the RTPI	✓		POA
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL**	**DESIRABLE**	**SCALE**
Ability to work flexibly to meet the needs of the service, which will include some work outside of normal business hours	✓		SO1, SO2, POA
Full Driving licence	✓		SO1, SO2, POA
Ability to undertake site visits as required	✓		SO1, SO2, POA
3. EXPERIENCE	**ESSENTIAL**	**DESIRABLE**	**SCALE**
Experience working as a planner/planning assistant	✓		POA
Experience of working in a Local Authority		✓	POA
Experience of working with the public		✓	SO1, SO2, POA
4. KNOWLEDGE & SKILLS	**ESSENTIAL**	**DESIRABLE**	**SCALE**
Sound knowledge of current planning related legislation	✓		SO2, POA
An understanding of the statutory planning process in a Local authority setting	✓		SO1, SO2, POA
Proven customer service skills	✓		POA
Excellent ICT skills, including the ability to learn and use service specific systems	✓		SO1, SO2, POA

Ability to communicate information effectively at all levels	✓		SO1, SO2, POA
An understanding of the role of elected members		✓	SO1, SO2, POA
5. COMPETENCIES	**ESSENTIAL**	**DESIRABLE**	**SCALE**
Respectful Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful. Treats all customers and colleagues with dignity and respect according to their individual needs. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Demonstrates active listening skills, shows compassion and takes ownership.	✓		SO1, SO2, POA
Collaborative Adopts a 'One Council' approach to service delivery. Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions. Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓		SO1, SO2, POA
Efficient Gives clear information about service standards and timescales. Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Solution focused, challenges existing practices and suggests new ways of doing things.	✓		SO1, SO2, POA
Shows Integrity Aware of Local Government purpose. Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓		SO1, SO2, POA
Open & Honest Willing to try new things, accepts responsibility and learns from own mistakes.	✓		SO1, SO2, POA

Remains positive and engages with change and service improvement. Remains open-minded to new ideas. To be open and honest.			