



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Urban Design and Conservation Officer
GRADE:	POA
POST NO:	29812
JOB TIER:	5 (non-management)
DBS CHECK:	None
GROUP:	Planning, Regeneration and Environment
SERVICE:	Strategic Planning and Regeneration

REPORTING STRUCTURE

Reports to:	Design and Conservation Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To support the delivery of an efficient, effective and customer focussed service providing expert strategic urban design, heritage and conservation, sustainable and inclusive design advice, and securing urban greening within the Strategic Planning and Regeneration Service.

To take responsibility for, providing specialist advice and guidance on a range of planning applications and consents on all matters relating to urban design ensuring high quality design is a key driver at all stages of the development process.

To assist with providing specialist conservation and design advice and guidance for the protection, repair and re use of historic buildings and the preservation and enhancement of conservation areas, ensuring high quality design is a key driver at all stages of the development process.

A. Job Description

1. Resident & Community Contribution

- 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'.
- Respond to urban design, Listed Building, and conservation enquiries, in all formats from Councillors and customers within agreed timeframes.
- Contribute towards continued constructive working relationships with all partners, stakeholders, and customers.

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

- Ensure that quality advice is provided in a timely manner to Development Management covering all aspects of urban design and conservation and heritage impacts at all stage of the development process, from site allocations, pre applications, applications, and consents to the approval of details.
- Manage individual casework of planning application consultations and pre applications in relation to urban design, and applications within conservation areas and areas of special local character, including representing the Council as expert witness if required.
- To assist with undertaking all related activities, including negotiations and meetings on planning applications in conservation areas, Listed Building Consents, advice on conditions and details submission and input into enforcement proceedings and appeal proceedings, representing the Council as a witness where required.
- Preparing professional reports/ and consultation responses, making recommendations on planning applications and other consents, for consideration by Principal Officers, Team Leaders, or the relevant Planning Committees.
- Dealing with post-decision matters such as discharge of conditions, advising on re-submissions and engagement in the Council's complaint process.
- To assist with managing and maintaining Listed Building records: monitoring and reporting on the condition of listed buildings including those on the Buildings at

Risk register and advising on appropriate actions including the serving or repairs or enforcement notices as appropriate.

- To contribute to the programming, preparation and monitoring of conservation area appraisals and management plans, advice notes and other conservation matters and related planning guidance for the Council and external use.
- Contribute to the preparation of urban design and conservation policies, site allocation guidance and other design guidance, including reasoned justifications, diagrams, and other illustrative matter as appropriate, relevant to preparing the Hillingdon Local Plan and its review, supplementary planning guidance and other environmental plans and projects.
- Contribute to the implementation of appropriate design, conservation, and other related projects, including Local Design Codes or their equivalent.
- Undertake consultations and liaise with other Services, statutory consultees, community groups, private groups, and members of the public.
- Dealing with urban design and conservation and heritage 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 provide consultation responses and assist in the operation and maintenance of the Service's computer-based and associated data-based planning information systems.
- Ensure the effective utilisation of GIS (Geographic Information System) and other design software to present and inform the Local Plan and its review, inform the preparation of design guidance, and assist with the assessment of development proposals.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Any other role specific responsibilities/

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.
- Maintain knowledge of legislative changes which have a direct impact on service delivery across the Planning and Regeneration Service.
- Work towards obtaining relevant professional membership.

7. Contacts

- Liaise with officers in the planning and other Council services, and with other Local Authorities and external bodies as appropriate, to secure the integration of their work with that of the Design & Conservation Team
- Any staff and managers across Area Planning, Strategic Planning and Regeneration, Planning Specialists, Transportation, Planning Enforcement and Operations; other 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 instructed by management.

9. Key Performance Indicators

- Ensure timely responses to development management consultations to assist in meeting statutory performance targets.
- Delivery against any agreed Team Plans and Statutory targets.
- Delivery of agreed PADA objectives.

Continued Professional Development

To continue developing professional, leadership and general business skills through networking, attending external events, training, and general continuous professional development

B. Person Specification

Urban Design and Conservation Officer

This person specification will be used for recruitment to the Urban Design and Conservation 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.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
A Diploma or Degree in architecture, conservation, building conservation or a Planning related discipline.	✓	
Undertake on-going CPD (consistent with professional body recommendations).	✓	
Member or eligibility or working towards membership of the relevant professional body i.e., RTPI, IHBC RICS, CIOB.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of the service, which will include some work outside of normal business hours.	✓	
Full Driving licence	✓	
Ability to undertake site visits as required.	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience working as a conservation officer/urban design officer	✓	
Experience of working in a Local Planning Authority		✓
Experience of working with the public		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Sound knowledge of current urban design conservation, heritage and planning related legislation.	✓	
Experience of or ability to apply urban design and conservation principles in the planning and development process to achieve high quality design.	✓	
Experience of or ability to evaluating development proposals, planning applications and consents, and advising and negotiating good design solutions.	✓	
An understanding of the statutory planning process in a Local authority setting	✓	✓
Proven customer service skills	✓	
Excellent ICT skills, including the ability to learn and use service specific systems	✓	
Ability to present guidance in plan or 3d format	✓	

Ability to communicate information effectively at all levels	✓	
An understanding of the role of elected members		✓
5. COMPETENCIES	ESSENTIAL	
<p>Respectful</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>Collaborative</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>Efficient</p> <p>Gives clear information about service standards and timescales.</p> <p>Plans, prioritise & 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>Shows Integrity</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>Open & Honest</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>	✓	