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<b>JOB TITLE:</b>	Senior Planning Officer
<b>GRADE:</b>	POB
<b>POST NO:</b>	29550, 29553
<b>GROUP:</b>	Planning and Sustainable Growth
<b>SERVICE:</b>	Development Management and Building Control

#### **REPORTING STRUCTURE**

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

#### **ROLE PURPOSE:**

To take a leading role in providing a high quality, customer focused Planning Service by dealing efficiently and effectively with a caseload of complex planning submissions and appeals.

To work within dedicated project teams as required by the management team to secure the delivery of strategic schemes whilst also working through a caseload of complex planning submissions and making a full contribution to the achievement of relevant performance targets within the Planning Service.

# A. Job Description

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## 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 promote responsive relations between case officers and applicants to improve developer confidence in the Planning Service.
- 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

- This role has supervisory responsibility for junior members of the Area Planning Team, assisting with the induction of new employees and training of peers through to assisting with the daily operational management of the Area Planning Team.

## 3. Operational Service Delivery

- Process and case manage a caseload of more complex planning submissions from validation stage through to making recommendations to the management team. Undertaking site inspections and consultations as necessary, in accordance with agreed targets, timescales and priorities.
- To work within dedicated project teams as required by the management team during the delivery of strategic schemes.
- Process and case manage a caseload of pre-application planning submissions including facilitating meetings and discussions with applicants/agents through to preparing professional reports and making recommendations.
- Prepare professional reports and recommendations on planning applications for consideration by Team Leaders or the relevant Planning Committee.
- Prepare professional appeal statements and act as a witness in hearings where required.

- Deal with post-decision planning matters such as discharge of conditions, advising on re-submissions and engagement in the Council's complaint process.
- Support the Planning Team Leaders and Deputy Team Leaders to undertake operational management tasks including but not limited to the allocation of planning submissions and the review of applications awaiting signoff.
- Provide support and guidance for more junior members of staff within the Area Planning Teams on a day-to-day basis.
- Attend the relevant Planning Committee where required/agreed with Team Leaders.
- Undertake consultations and liaise with other services, statutory consultees, community groups, private groups and members of the public.
- Deal with general correspondence on planning related matters, including in consultation with Deputy Team Leaders and/or the Team Leader, giving advice on the planning merits of proposed developments.
- Remain up to date with and maintain knowledge of relevant legislation and case law, using that knowledge in dealing with planning work.
- Use a document management system to manage caseloads and assist in the operation and maintenance of the data-based planning information systems.

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

- Assist in implementing change within the Planning Service and support the delivery of excellent end to end planning services – from pre-application advice to completing legal agreements through to the discharge of conditions.
- 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 take responsibility for maximising income from pre-application discussions through promoting a high level of service delivery and promoting the potential for stakeholders to enter into Planning Performance Agreements with the Council where appropriate.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Manage costs associated with the procurement of specialist planning advice.

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

## **6. Service Improvement**

- 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.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

## **7. Contacts**

- Any staff and managers across Development Management, Building Control, Planning Policy, Planning Specialists, Transportation, Planning Enforcement and Operations; 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**

- To work outside, as appropriate, of normal working hours to attend committee meetings and for related activity.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. Key Performance Indicators**

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

## B. Person Specification

### Senior Planning Officer

This person specification will be used for recruitment to the **Senior Planning 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 Town & Country Planning, or equivalent discipline (such as geography, construction, architecture or design) at graduate or post graduate level	✓	
Undertake on-going CPD (consistent with RTPI recommendations).	✓	
Member of the Royal Town Planning Institute or working towards membership of the RTPI	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Capacity and willingness to work outside normal business hours in response to service needs	✓	
Able to undertake site visits	✓	
A UK Driving Licence	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
A minimum of 3 years significant experience of the end-to-end process of determining planning applications within a local government setting	✓	
Some experience of monitoring junior members of staff		✓
Some experience of presenting at planning committee meetings		✓
Some experience of giving evidence at planning appeal proceedings		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Extensive knowledge and understanding of the statutory functions of a local planning authority	✓	
Knowledge and understanding of planning legislation including S106/CIL	✓	
Excellent written and verbal communication skills with the ability to write reports clearly and concisely for a variety of audiences	✓	
Ability to organise and prioritise workload and to work on own initiative	✓	
Excellent ICT skills with the ability to learn and use service specific software	✓	
Ability to influence and persuade audiences on complex planning matters	✓	
An understanding of the role of elected members in the Planning Process	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<b>Respectful</b>  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.	✓	
<b>Collaborative</b>  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.	✓	
<b>Efficient</b>  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.	✓	
<b>Shows Integrity</b>  Aware of Local Government purpose.  Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
<b>Open &amp; Honest</b>  Willing to try new things, accepts responsibility and learns from own mistakes.  Remains positive and engages with change and service improvement.  Remains open-minded to new ideas.  To be open and honest.	✓	