

Job Profile

**JOB TITLE:** Planning Team Leader

**GRADE:** POD

**POST NO:** TBC

**JOB TIER:** 4

**DIRECTORATE:** Planning and Sustainable Growth

**DEPARTMENT:** Development Management

**REPORTING STRUCTURE**

**Reports to:** Area Planning Service Manager

**Direct Reports:** 6 officers

**Indirect Reports:** None

**ROLE PURPOSE:**

Management of Area Planning Team, ensuring agreed team plans and performance targets are delivered and that a culture of putting our residents first and continuous service improvement is maintained. The post-holder will attend Planning Committee meetings as part of their role and play a major role in planning decision making.

The post-holder will have important decision-making delegation and will oversee Member Enquiry responses for the Area Planning Team.

In addition to monitoring performance indicators for applications, the postholder will be accountable for sign-off of delegated applications and committee reports, working constructively with the wider structures of Development Management and the Planning Service.

The postholder will maintain a high quality and professional service and work closely with other Departments on cross-departmental issues.

A. Job Description

**1. People Management**

* To be responsible for the selection, development and performance of an Area Planning Team in line with the Council’s HR policies.
* To take a lead on the team's training and professional development to ensure that all Officers within the Area Planning Team are up to date with the constant changes in planning legislation.
* To deputise for the Area Planning Service Manager when requested.
* To ensure all team members receive the appropriate level of communication to maintain engagement with the Council’s vision, priorities and activities.

**2. Customer Management**

* To ensure a customer focussed culture is provided by LBH planners.
* 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.

**3. Operational Service Delivery**

* To manage a team of planning officers responsible for determination of householder/minor /major/other applications and the management of their respective caseloads in line with the Council’s HR policies.
* Responsible for management and sign-off of delegated applications, committee reports, pre-application submissions and a wide range of general planning and development management matters in line with KPI/service standards targets.
* To formulate performance targets that reflect Government priorities and ensure effective mechanisms are in place to monitor performance of planning staff.
* To attend and act as a lead for the Planning Service at Planning Committees.
* Act as the Council’s lead witness in complex Hearing and Public Inquiry proceedings where required.
* To act as a lead for the Area Planning Team in any complex planning discussions with Legal Services or Counsel regarding the application of points of planning law to complex development management matters.
* Use a document management system to effectively manage caseloads across the Area Planning Team and lead in the operation, maintenance and review of the Service’s computer-based and associated data-based planning information systems.
* To advise Council Members and Cabinet directly on Planning matters.
* To investigate and manage complaints regarding matters related to householder/minor/other application determination in line with the Council’s Corporate complaints process for the respective Area Planning Team.
* To lead on the response to members enquiries for the respective Area Planning Team.

**4. Service Planning & Development**

* Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
* Ensure clear Service Level Agreements (SLA’s) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA’s are not met.
* Maintain a current service workforce plan including a succession plan for all key roles within own team.

**5. Financial & Resource Management**

* To take responsibility for the effective management of the allocated team budget.
* To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council’s financial systems.
* To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council’s agency contracts.
* To work pro-actively with finance officers to ensure effective management of the allocated team budget.

**6. Continuous Improvement**

* Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA’s) are maximised.
* Manage the implementation of improvement initiatives and change programmes using the Council’s Project Management and Service Improvement methodologies.
* 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 within the Council, and service users / residents and their representative bodies.
* 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.

**9. KEY PERFORMANCE INDICATORS**

* Delivery of agreed Team Plans.
* Delivery against any agreed Service Levels.
* Delivery against allocated budgets and MTFF saving targets.
* Delivery of agreed PADA objectives

B. Person Specification

**Area Planning Team Leader**

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.

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| **1. QUALIFICATIONS**  | **ESSENTIAL****✓** | **DESIRABLE****✓** |
| A planning degree and eligibility for membership of the Royal Town Planning Institute. | **✓** |  |
| Evidence of continuing professional development. | **✓** |  |
| Project Management Qualification (Prince 2) |  | **✓** |
| **2. STATUTORY or ROLE SPECIFIC REQUIREMENTS** | **ESSENTIAL****✓** | **DESIRABLE****✓** |
| To attend Council meetings and meetings with the Public outside working hours. | **✓** |  |
| Capacity and willingness to work flexibly outside normal business hours in response to service needs. | **✓** |  |
| Must have a valid UK Driving licence. | **✓** |  |
| **3. EXPERIENCE** | **ESSENTIAL****✓** | **DESIRABLE****✓** |
| Extensive experience of the end to end process of determining planning applications within a local government setting. | **✓** |  |
| Experience of managing effective teams | **✓** |  |
| Experience in the effective management of consultants. |  | **✓** |
| Experience in preparing and managing budgets. |  | **✓** |
| Experienced in successful change management. | **✓** |  |
| Experience of partnership working to deliver successful outcomes | **✓** |  |
| **4. KNOWLEDGE & SKILLS** | **ESSENTIAL****✓** | **DESIRABLE****✓** |
| Extensive knowledge and understanding of the statutory functions of local planning authority | **✓** |  |
| Ability to keep abreast of changes in legislation and update practices accordingly | **✓** |  |
| Demonstrable effective Customer Service skills | **✓** |  |
| Ability to build and develop a high performing team. | **✓** |  |
| Extensive knowledge of planning legislation including S106/CIL. | **✓** |  |
| Proven negotiating and influencing skills | **✓** |  |
| Strong ICT skills including the ability to use service specific systems | **✓** |  |
| Ability to build positive working relationships with Elected Members | **✓** |  |
| **5. COMPETENCIES** | **ESSENTIAL** | **DESIRABLE** |
| **“Can do” positive attitude**Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking. | **✓** |  |
| **Takes responsibility and delivers results**Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions. | **✓** |  |
| **Team working**Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring. | **✓** |  |
| **Communication**Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences. | **✓** |  |
| **Customer Care**Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision. | **✓** |  |
| **Takes ownership of personal development**Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance. | **✓** |  |