



HILLINGDON

LONDON

JOB TITLE:	Area Planning Deputy Team Leader
GRADE:	POC
POST NO:	TBC
GROUP:	Planning & Sustainable Growth
SERVICE:	Development Management and Building Control

REPORTING STRUCTURE

Reports to:	Area Planning Team Leader
Direct Reports:	Up to 3
Indirect Reports:	None

ROLE PURPOSE

To take a leading role in providing a high quality, customer focused Planning Service by dealing efficiently and effectively with all aspects of the full range of planning applications and planning enquiries.

To assist the Team Leader and Service Manager in the management of the Area Planning Team whilst working through a caseload of complex planning submissions and making a full contribution to the achievement of relevant performance targets.

As part of the departmental leadership team ensuring agreed team plans and performance targets are delivered and that a culture of 'putting our residents first' is maintained.

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 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 to deliver the Council vision of 'putting our residents first.'

2. People Management

- Supervisory responsibility for colleagues in the Area Planning Team.
- Actively mentor and supervise staff within the team providing guidance, mentoring junior members of the Development Management Team.
- Assist with the induction and training of peers and new employees.
- Ensure regular individual supervisions and team meetings are held to monitor staff performance and productivity as part of the appraisal process. Recognise success and address problem areas as part of review process with mitigation plans, as necessary.
- Actively support transformational activities and a cultural shift to working practices to ensure the right team for the right project. Working with the Senior Leadership Team encourage a flexible approach to project delivery within the wider team to flex resources to match demand and provide opportunities for career development.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities, and activities.

3. Operational Service Delivery

- Play a key role in the development and implementation of the Area Planning team ensuring staff are effectively managed, continuously monitored and reviewed, and deliver expert advice in accordance with agreed performance standards.
- To provide at a senior level, specialist expert advice and guidance to officers, members, developers, the public and other stakeholders on all aspects of the area planning teams policy and practice.

- Ensure that all planning-based activity within the Area Team, ranging from general correspondence, the validation assessment and determination of all planning applications/consents and related submissions at all stages of the process are managed in accordance with relevant targets and within statutory framework.
- Allocate, review, and determine cases in a timely manner including the exercise of any delegated powers as appropriate.
- Manage own case load of the most complex planning submissions 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.
- Process and case manage a caseload of more complex pre-application planning submissions including facilitating meetings and discussions with applicants/agents through to preparing professional reports and making recommendations.
- Prepare professional reports and make recommendations on planning applications for consideration by Team Leaders or the relevant Planning Committee.
- Lead on ensuring quality input into reports, to provide accurate, concise information to decision makers and Planning Committee.
- Attend and present at the relevant Planning Committee where required/agreed with Team Managers.
- Prepare professional appeal statements and act as the Council's lead witness in Hearing and Public Inquiry proceedings where required.
- Deal with complex post-decision planning matters such as discharge of conditions, advising on re-submissions and engagement in the Council's complaint process.
- Deputise for Team Leaders when requested and to undertake management tasks including but not limited to the allocation of planning submissions and signing off cases.
- Provide support and guidance for more junior members of staff within the Area Planning Teams on a day-to-day basis.
- Undertake consultations and liaise with other Services, statutory consultees, community groups, private groups, and members of the public.
- Support managers with responses to complaints and Member Enquiries.
- Remain up to date with and knowledgeable of relevant legislation and case law, using that knowledge in dealing with planning work.

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

4. Service Planning & Development

- Actively contribute to the on-going review and improvement of services within the Planning Service and to keep abreast of changes to planning legislation and lead in the introduction of new or amended processes and procedures.
- Provide regular reporting and analysis for the Key Performance Indicators (KPIs), both statutory and non-statutory, identifying mitigation and actions as needed.

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

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Play a key role in the innovation of service delivery, including the digitalisation of our services, working alongside other service areas and where appropriate partner and other organisations to achieve efficiencies and an improved customer journey.
- Actively contribute to the ongoing review and improvement of planning services and keep up to date with changes to planning legislation and best practice to assist with the introduction of new or amended processes and procedures.
- Contribute to the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

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 Area Planning Teams.
- Any staff and managers across Area Planning, Strategic Planning and Regeneration, 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.
- To represent the service at a senior level at officer group meetings, project meetings, committee, and public meetings, and with external strategic agencies (e.g.: GLA, Transport for London, Historic England etc) as necessary.
- Ensure high quality communication is maintained internally and externally with officers, members, and the general public.

8. Additional Responsibilities

- To deputise for the Area Team Leader as appropriate.
- 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.

Person Specification

Area Planning Deputy Team Leader

This person specification will be used for recruitment to the **Area Planning Deputy Team Leader** 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
Degree in Town & Country Planning, or equivalent discipline (such as geography, construction, architecture or design)	✓	
Member of the Royal Town Planning Institute or eligibility to apply for membership of the RTPI	✓	
Undertake on-going CPD (consistent with RTPI recommendations)	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Available to work outside of normal office hours including on occasion weekends, for both enforcement case work and for attendance at Planning Committee and other public meetings	✓	
Ability to undertake site visits	✓	
A UK Driving Licence	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
At least five years' development management experience, handling a diverse range of planning applications (including complex, major and strategic proposals) and recommending appropriate actions	✓	
Experience of defending the Council at planning appeals, inquiry or in court proceedings	✓	
Experience of or ability to supervise a team working on complex demanding caseloads	✓	
Experience of managing workloads to ensure that performance targets are met or exceeded	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Extensive knowledge of relevant legislation, policy, and best practice	✓	
Ability to manage successfully competing demands to tight deadlines	✓	
Ability to identify and negotiate pragmatic solutions to technical issues	✓	
Ability to interpret, assess and provide robust recommendations on a wide range of planning applications and other consents	✓	
Ability to prepare and present evidence at Planning Appeals, Inquiries, and other legal proceedings	✓	
Ability to present clear well-structured reports to Planning Committees	✓	
Ability to understand and build positive working relationships with Elected Members	✓	

Excellent IT skills, particularly Excel, Word, Internet, Powerpoint, Google (Docs etc) and experience of working on planning related software programmes and GIS systems	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p>Respectful Putting Our Residents First'. Promotes excellent customer service.</p> <p>Encourages diversity of thought and opinion. Ensures that everyone feels included.</p> <p>Acts as an ambassador for the London Borough of Hillingdon in all contacts with residents and customers.</p> <p>Displays personal commitment to team. Clarifies roles and responsibilities. Proactively supports staff health and wellbeing.</p> <p>Understands the process of change and supports others through the change cycle providing a safe environment for people to discuss concerns and the impact of change.</p>	✓	
<p>Collaborative Promotes the use of resident feedback and data to improve team service delivery and customer satisfaction.</p> <p>Builds effective networks with colleagues and promotes cross-functional working within teams.</p> <p>Encourages other to grow. Provides learning and development opportunities for others.</p>	✓	
<p>Efficient Uses resident and customer feedback & intelligence to improve service delivery and customer satisfaction.</p> <p>Sets team objectives, supports, monitors, and appraises performance standards using agreed performance and productivity systems. Stays focused and meets deadlines. Does not procrastinate when addressing poor performance.</p> <p>Effectively manages allocated budget using appropriate financial tools. Ensures budget monitoring and forecasting is completed within budgetary cycles.</p> <p>Identifies opportunities for continuous service improvement. Ability to make processes both more effective and efficient. Convinces others to adopt improved processes.</p> <p>Solution focused, willing to try new things, admits and learns from own mistakes</p>	✓	
<p>Shows Integrity Understands Local Government. Displays understanding of local democracy and political decision-making processes.</p> <p>Applies decision-making in line with Scheme of Delegation.</p> <p>Proactively develops own management practice and leadership awareness.</p>	✓	
<p>Open & Honest Willing to try new things, accepts responsibility and learns from own mistakes.</p>	✓	

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