

Grading

Job Description and Employee Specification

<u>Job title:</u> Planning Enforcement Technical Officer	<u>Service area:</u> Communities
<u>Post number:</u>	<u>Division:</u> Environment and Public Protection
<u>Grade:</u> 6	<u>Section/team:</u> Planning Enforcement
<u>Overall purpose of job:</u> Provide high quality, front-line customer service, information and advice on planning enforcement issues as part of the ambitious, successful Development Management Service. This will be face to face, by telephone and in writing. Investigating, pursuing and resolving non contentious /complex formal breaches of planning control. Ensuring contentious and complex cases are escalated to a Planning Enforcement Officer for further action. Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Undertake research and carry out investigations, including site visits, into complaints and alleged breaches of planning control, in accordance with statutes, Council policy and service plan targets. 2. Receive and record details of incoming complaints onto the Council's enforcement database and update progress regularly. 3. Independently, carry out the preliminary investigation of complaints, including proactive visits to gather intelligence and evidence. Receive and record accurately details of incoming complaints onto the relevant databases and update progress regularly. 4. Assist with enforcement duties, including site visits to check on compliance, in accordance with the Police and Criminal Evidence Act 1984 and the Regulation of Investigatory Powers Act 2000, including the interviewing of suspects. 5. Manage the planning Enforcement email/enquiries and allocate potential breaches to the Enforcement Officers ensuring workloads are allocated fairly. 6. Prepare case histories and background information for colleagues in relation to complaints, some of which may be complex and/or contentious. 7. Issue formal warning letters and Section 330 notices related to action under section 215 of the Town and Country Planning Act 1990, draft Enforcement	

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Notices, arranging works in default and preparation of prosecution files.

8. Liaise with Enviro Crime Team leader regarding potential S215 Notices and feedback on those cases that do not warrant Enforcement action under the Town and Country Planning Act 1990.
9. Monitor compliance with conditions of planning permission and S106 legal agreements.
10. Aid in the preparation of information for the Planning Enforcement Officers in connection with the preparation of breach of condition and other formal notices.
11. Collaborate with wider council colleagues when investigating site/case history and following investigation of an alleged breach of regulations or other controls to avoid duplication of resources and to achieve effective service delivery.
12. Select, prepare and submit documentation to enforcement officers in connection with enforcement appeals to enable them to be processed within statutory timetables.
13. Maintain familiarity with relevant legislation, procedures and practice and ensure such changes are considered in carrying out the duties of the post.
14. Contribute to the team performance standards and targets set out in the service plan and actively participate in reviews of its relevance and effectiveness.

Knowledge, skills and experience:

- Level 2 qualification in English and Maths.
- Ability and pre-entry qualifications to undertake a relevant Level 4 Apprenticeship or qualification (eg Regulatory Compliance Officer Apprenticeship or similar).
- Ability to demonstrate an understanding of the Development Management & Enforcement process.
- Ability to undertake the investigation, mediation and resolution of complaints.
- Good written communication skills, including accuracy and literacy skills, and the ability to prepare reports.
- Good numeracy skills.
- Ability to demonstrate well developed interpersonal skills, particularly in respect of dealing with conflict.
- Ability to negotiate solutions to resolve problems, conflicting interests.
- Ability to interpret intelligence, maps, plans and technical information.
- Ability to interpret legislation, legal documents and relevant guidance and codes of practice.
- Knowledge of planning legislation, such as the Town and Country Planning Act 1990 and General Permitted Development (England) Order 2015.
- Ability to work within a team and on own initiative.
- Good organisational skills, with the ability to meet deadlines whilst working under pressure.
- Computer literate with experience of different software packages including advanced level excel, and Microsoft Office.
- Ability to transport self around North Lincolnshire in a timely manner.

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Creativity and innovation:

- Problem solving including determining the most appropriate resolution to solutions utilising the full range of available legal remedies.
- Managing and prioritising workload in response to unplanned events.
- Resolving potential conflict and contentious situations through consultation and negotiation.
- Carry out risk assessments for a variety of working/onsite situations.
- Preparing letters, reports, informal and formal notices, etc. and similar as required.
- Researching and preparing written reports.
- Identify by inspection and investigation breaches of planning legislation.
- Identifying, consulting and working with colleagues, other officers and external organisations to resolve situations, some of which may be complex.
- Exercise discretion in deciding when and how to undertake duties on non-complex cases.
- Influence the development of internal database to improve system functions to enable efficient recording of complaints.

Contacts and relationships:

Due to the level of risk, contacts can often involve contentious issues that require a high level of tact, diplomacy and negotiation skills. The impact of the outcome of negotiations can have significant consequences for service users and the Council.

- Daily - Enforcement officers and the rest of the Development Management team – daily – information, advice and support.
- Daily - Other teams in the Directorate and other Council service areas Directorates – daily – information, advice and co-ordination.
- Daily - Other section members – supporting, advising, exchanging information and knowledge, communicating and sharing workload.
- Daily - Members of the public and developers – receiving information, providing advice, investigating routine complaints, updating on current actions, taking appropriate enforcement action against and ensuring their compliance, requiring the use of tact and diplomacy
- Weekly - Parish Councils/councillors - receiving reports/information and advising on action/procedures.
- Weekly - Head of service/Lead Officer – 1:1s, performance management, review of Section 215 cases, professional support and discussion, and progress updates. Oversight and discussion of cases. Identifying of training and development needs.
- Ad hoc - Government Departments and statutory bodies – providing/receiving information, advice and support, whilst handling appeals, investigating breaches of planning controls.

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Decision making:

- Prioritising own workload from daily incoming work in response to changing and conflicting demands.
- Interprets robust data/intelligence including comparison against relevant objectives and standards for consideration by the wider team.
- Determining the existence of minor offences and service of legal notices.
- Determine the most appropriate method of resolution, including the most appropriate legal powers, time limits for compliance and the parties responsible for taking action.
- Recommending the next course of action to secure compliance e.g. prosecution/simple caution in accordance with the Planning Enforcement Policy.
- Determining expediency in conjunction with the other Enforcement Officers over the extent to which a matter under investigation should be pursued.
- Making daily judgements and risk assessments on cases and implications inevitably leading to some conflict.
- Access to an immediate line manager may not always be available.

Responsibility for resources:

Financial resources:

- None

Physical resources:

- Laptop/mobile value £850
- PPE (Boots, high vis, etc) £100
- The post holder will spend approximately 30% of their time away from their designated base.

WORK ENVIRONMENT

Work demands:

- Required to prioritise own workload, which will fluctuate. There is pressure to meet statutory deadlines and time limits in which the proactive aspects of the job are carried out.
- Routine duties are always liable to be interrupted by unforeseen demands on the service and the post holder is responsible for rearranging work patterns in order to meet emergency requests where these arise.
- The external environment, its impact on the public and the competing demands of commercial organisations/individuals will dictate priorities and consequently the post holder will be required to balance complex and conflicting priorities. The individual will need to continually risk assess their workload to ensure they are assigning the appropriate response.

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Physical demands:

- Normal physical demands when in office/ homeworking.
- Site work (meetings and inspections etc) – can involve walking over rough terrain, overgrown land in all weathers, accessing confined spaces and, sometimes in awkward positions and at height on occasions.

Working conditions:

- The post holder is office based mainly (70% of the time) but is required to undertake extensive and sometimes lengthy site visits which can involve outside working in all weathers.
- Having to negotiate overgrown land, confined spaces, heights and untidy sites and building sites on foot, sometimes in awkward positions for a period of time.

Work context:

- The job involves lone working. Use of lone working system to track lone working activity.
- Dealing with people who are the subject of complaints or who are the subject of complaints may be awkward, confrontational or challenging and create difficult conditions; with the need to enter people's homes, verbal abuse, threats or the use of physical violence are possible on a regular basis. Safety policies and risk assessments are in place.
- Personal Protective Safety clothing/body cameras are provided for site work.

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Position in organisation:

Indicate how many staff the post is directly accountable for:

0

Are posts in more than one location? Yes ☐ No ☒

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No ☐

Please indicate which post(s)



Job Description Version Control	
Date evaluated	26.9.24
Date updated	26.9.24
Updated by (manager name)	Liz Webster
Checked by (HR name)	Jo Parker

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• Ability and pre-entry qualifications to undertake a relevant Level 4 Apprenticeship or qualification (eg Regulatory Compliance Officer Apprenticeship or similar). • Ability to undertake the investigation, mediation and resolution of complaints • Good written communication skills, including accuracy and literacy skills and the ability to prepare reports. • Good numeracy skills. • Good organisational skills, with the ability to meet deadlines whilst working under pressure. • Ability to negotiate solutions to resolve problems, conflicting interests. • Ability to interpret intelligence, maps, plans and technical information. • Knowledge of planning legislation, such as the Town and Country Planning Act 1990 and General Permitted Development (England) Order 2015. • Ability to work within a team and on own initiative. • Computer literate with experience of different software packages including advanced level excel, and Microsoft Office.	
Knowledge, Skills and Experience	Interview
• Ability to demonstrate an understanding of the Development Management & Enforcement process. • Ability to demonstrate well developed interpersonal skills particularly in respect of dealing with conflict. • Ability to interpret legislation, legal documents and relevant guidance and codes of practise.	
Education, Training and Qualifications	Original documents
• Level 2 qualification in English and Maths.	
Working Arrangements	Interview
• Ability to transport self around North Lincolnshire in a timely manner. • Occasional requirement to work outside of core working hours.	

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DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
Previous experience of investigation and resolution of complaints.	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents
- A relevant Level 4 Apprenticeship or qualification (eg Regulatory Compliance Officer Apprenticeship or similar).	
Working Arrangements	Interview

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐

No ☐

Political restriction

Yes ☐

No ☐

The ability to speak fluent English under the Immigration Act 2016

Yes ☐

No ☐

• Version Control

Author	HR Policy Team
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