Grading
Job Description and Employee Specification

Job title: Duty Officer	Service area: Economy & Environment
Post number:	Division: Economy
Grade: 6	Section/team: Development Management

Overall purpose of job:

Provide high quality, front-line customer service, information and advice on planning issues as part of the ambitious, successful Development Management Service. This will be face to face, by telephone and in writing.

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.

Main responsibilities:

1. Provide support and guidance to clients of the development management service in a timely and effective manner.
2. Processing minor planning applications in a timely manner, producing robust reports and recommendations to achieve desired and deliverable outcomes.
3. Undertaking pre application discussions on minor and other proposals in conjunction with colleagues.
4. Supporting the delivery and improvement of development management systems, procedures and processes.
5. Advise and assist the public on the completion and submission of planning applications and the processes to follow.
6. Undertake appropriate community and stakeholder consultation on planning applications. Ensure adequate publicity, undertake site inspections and appraisals and consult with appropriate internal and external bodies in connection with applications for minor development in accordance with the Council's policy and procedures.
7. Maintain familiarity with planning legislation, changes in procedures, policy and practice and ensure these are taken into account in carrying out the duties of the

post.

8. Provide quality professional advice on planning matters to clients and members of the public.

9. Provide concise, accurate, justified and timely reports and recommendations on minor and other planning applications, pre application discussions and permitted development enquiries applying current legislation and policy changes as appropriate.

Knowledge, skill and experience:

1. Working towards or in possession of a relevant planning qualification.
2. Experience of working in a planning environment.
3. Ability to prioritise and manage a workload whilst working flexibly to meet both the commercial and contractual needs of the business.
4. Maintain knowledge and understanding and application of current and emerging planning legislation.
5. Ambitious to enhance the reputation of the Development Management service for innovation, quality and timeliness of delivery.
6. IT skills- ability to use Microsoft applications competently.
7. Communication skills- ability to communicate to a range of stakeholders including businesses, members of the public, be well organised and efficient, have a positive attitude, be proactive and solve problems to produce well balanced outcomes.
8. Be willing to travel to carry out site inspections, sometimes on rough terrain.
9. Ability to transport self around the area in a timely manner.
10. Be flexible, pro-active and can work in ever changing environments.

Creativity and innovation:

The post requires the holder to use creative and innovative interpretation and problem-solving skills to speak to clients of the development management service on a day to day basis.

The post holder will be expected to:

- Explain issues on planning matters in an easy to understand way.
- Ability to solve problems using own initiative and communicate recommendations to management.
- Ability to adopt a creative and imaginative approach to overcome design problems and inadequate development proposals.
- Attending to competing demands on your time
- Managing a demanding workload
- Dealing with customers
- Meet deadlines
- Planning out of office work and site meetings
- Devise innovative design solutions and negotiate developer contributions for major investment proposals and planning applications to ensure developments are sustainable and their benefits are maximised for the community of North Lincolnshire.

Contacts and relationships:

The post holder will advise the Council and external stakeholders on planning issues, which will have major implications for both the Council and its customers.

The post holder will be in regular if not daily contact with all officer levels within the Council from colleagues to senior managers. They will be providing advice, support and guidance on development.

Contact with external organisations will be to support applications or to chase up information required to determine a planning application. These organisations include:

Developers
Planning agents
External Inspection Agencies
Town and Parish Councils
Local Business leaders – to give updates on projects
Residents and communities within North Lincolnshire – providing information and responding to queries
External Consultants

Decision making:

The post holder will have responsibility for taking decisions using their professional skills, judgement and initiative.

Although they will work within the tolerances of a statutory process, there is a need to interpret policy both at a local, regional and national level. Their decisions will have an impact on the success or failure of any application.

Decisions will be taken daily on the following type of activities:

- Provide advice to the public and developers on a wide range of planning issues.
- Provides advice and guidance on planning permissions.
- Recommends whether or not permission should be granted on minor developments.
- Determines and identifies breaches of planning consents and contraventions of planning law and recommends expedites appropriate action including legal enforcement action.

Advice and guidance is available from colleagues within the team.

Responsibility for resources:

Responsible for a laptop computer.

WORK ENVIRONMENT

Work demands:

The post holder will face significant work demands due to the nature of the work. The individual will need to be flexible and innovative to meet changes in workload, deadlines, priorities, and circumstances that arise from working within a complex service.

For example:

Working on a number of applications with internal colleagues and external partners that requires changing priorities within short deadlines to achieve outputs and outcomes as contracted requiring additional resource commitment, changes to workload and renegotiation of other deadlines.

Physical demands:

In-office routines involve keyboarding and visiting other teams and buildings.
Site work involves inclement weather, building sites and other places where dirt, noise or an element of personal risk are present, people's houses.

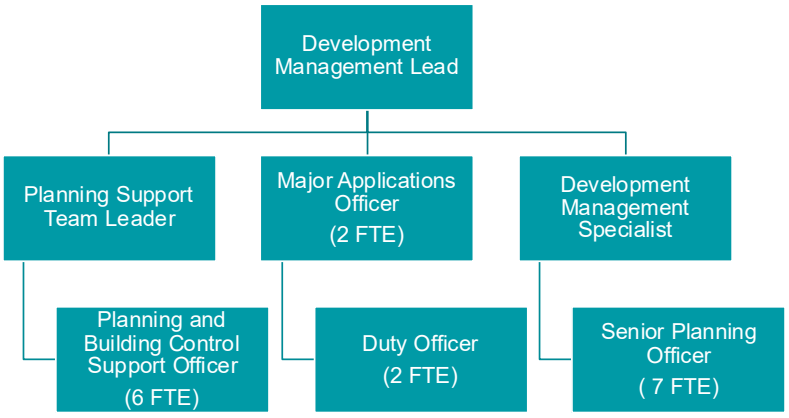
Working conditions: The post holder is an agile working post including office and home working. But is required to undertake extensive and sometimes lengthy site visits which can involve extended outside working in all weathers.
Work context: Building sites are recognised as dangerous locations and health and safety issues are paramount. Safety equipment is provided for officer use.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

North Lincolnshire Council



Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**

- Dealing with customers face to face.
- Experience of using IT systems, particularly Microsoft products.
- Working towards or in possession of a relevant planning qualification.
- Ability to prioritise and manage a workload whilst working flexibly to meet both the commercial and contractual needs of the business.
- Maintain knowledge and understanding and application of current and emerging planning legislation.
- Being ambitious to enhance the reputation of the Development Management service for innovation, quality and timeliness of delivery.
- IT skills- ability to use Microsoft applications competently.
- Communication skills- ability to communicate to a range of stakeholders including businesses, members of the public.
- Well organised and efficient.

Knowledge, Skills and Experience	Interview

- Good communication skills; ability to listen and explain information to customers in a concise way.
- Be flexible, pro-active and can work in ever changing environments.
- Demonstrate a positive attitude, be proactive and solve problems to produce well balanced outcomes.
- Be willing to travel to carry out site inspections, sometimes on rough terrain.

Education, Training and Qualifications	Original documents

- Working towards or in possession of a relevant planning qualification.

Working Arrangements	Interview

- Flexible to meet the needs of the service.
- Ability to transport yourself around the area

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**

- Experience of working in a planning environment

Knowledge, Skills and Experience	Interview

- Understanding of working in a political environment.

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Education, Training and Qualifications	Original documents
• Relevant planning qualification. • Membership of RTPI.	
Working Arrangements	**Interview**
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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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