

Job Description



1 Job details

Job title:	Planning Enforcement Officer (career grade)
Team:	Enforcement
Directorate:	Strategy and Planning
Post number:	Z00194
Hours per week:	37
Grade:	Career Grade 5-6 <i>Progression through the bands will be dependent on satisfactory performance also identified at the annual appraisal process. This is in addition to meeting the minimum criteria set out in the job description for each band.</i>
Base:	Lymington Town Hall
Accountable to:	Planning Enforcement Manager
Responsible for:	N / A
Budget Responsible Officer (BRO):	No
Car user:	Casual
Politically restricted:	No
Does this post involve working with children and/or vulnerable people?	No
Membership of professional body required:	Desirable – RTPI affiliated National Association of Planning Enforcement
Key liaisons:	New Forest National Park Authority staff, NPA members, partner organisations, members of the public, external organisations

2 Role summary

- 2.1 To monitor development and ensure that breaches of planning control are investigated and, when expedient, to take remedial action in accordance with the NPA's adopted Local Enforcement Plan.
- 2.2 To monitor compliance with plans and conditions attached to planning permissions.

3 Main duties and responsibilities

- 3.1 To advise the NPA, applicants, agents and the public on enforcement related matters and to prepare cases for planning appeals and court cases.
- 3.2 To monitor development and alleged breaches of planning control, investigate and identify whether a breach of planning control has taken place.
- 3.3 To check conditions imposed by the NPA are complied with and to ensure development is in accordance with approved plans.

- 3.4 To ensure time limits are adhered to with regard to discontinuance of use or reinstatement of land where appropriate.
- 3.5 To maintain a comprehensive enforcement record system.
- 3.6 To prepare concise and accurate record at the time of investigation capable of being presented at appeals of in Court at a later date.
- 3.7 To assist the Enforcement team to operate in an efficient, effective and customer-friendly way that meets all relevant government, professional and other performance standards.

4 Problem solving

4.1 Entry level

- A commitment to the highest standards of customer care, and to the achievement of professional and timescale targets. This will often require an appropriate prioritisation of work and the need to handle a heavy workload in an effective manner.
- Ability to investigate and present the more routine enforcement cases for consideration of the next appropriate steps by the Planning Enforcement Manager.

4.2 Progression criteria / experienced

- Compiling evidence for Court prosecutions.
- Collecting, managing and assessing large volumes of information involved in some major enforcement cases in order to evaluate different options and recommend to the Planning Enforcement Manager the action to take and defend the decision later as necessary.
- An ability to analyse a range of enforcement considerations and to exercise judgement and use initiative where these are in conflict, and where original solutions might be required. Generally the solutions found will be based on the post holder's technical knowledge or previous experience of enforcement matters.

5 Decision making

5.1 Entry level

- The post will be involved in assessments about the most effective way to resolve enforcement or compliance issues in consultation with the Planning Enforcement Manager.

5.2 Progression criteria / experienced

- This will usually involve the more complex enforcement cases working with minimal supervision to deliver progressive and suitable outcomes in accordance with the policies and objectives of the NPA.
- A degree of independent working without referral to a senior colleague will be required at this level

6 Operational responsibility

6.1 Entry level

- Handling routine enforcement investigations to establish whether a breach of planning control has taken place. Write accordingly to interested parties with

steps to address the concerns; usually in consultation with the Planning Enforcement Manager.

6.2 Progression criteria / experienced

- To deputise for some aspects of the Planning Enforcement Manager's role when required.
- Involvement in complex enforcement cases and associated tasks may involve teamwork with colleagues in the NPA, consultants and outside organisations. The post holder must work with other team members to help the team meet the programme and achieve required outputs.
- Drafting of formal Enforcement Notices and Court Statements and writing NPA Statements to submit to the Planning Inspectorate.

7 **Communication**

7.1 Entry level

- The post holder will be expected to deal with the more routine customer enquiries such as explaining procedures and basic enforcement information.
- The post holder will need to use their oral and presentation skills to represent the NPA effectively and to deal with complainants/customers who may not be entirely familiar with the planning process.

40% internal / 60% external

- Reports and correspondence will be produced and set out in a clear, concise and logical approach. This approach is needed particularly to assist decision-makers to reach appropriate conclusions when dealing with finely balanced or complex issues.
- Negotiation skills are required when dealing with complainants, applicants/agents, objectors, NPA members, other agencies and other staff (within and outside the Planning Team). These are vital to achieve the most beneficial outcomes.

7.2 Progression criteria / experienced

- Post holders at this level need to employ tact, diplomacy or a persuasive approach, as necessary. This applies to all types of communication, whether by telephone, face to face or in writing.

8 **Working conditions**

8.1 The post holder will work from an office base but will be required to undertake frequent site visits within and just outside the boundary of the National Park.

8.2 Site visits may be undertaken in all weather conditions.

8.3 Due to the nature of the role the post holder can often find themselves in difficult and contentious situations, facing angry or upset members of the public.

8.4 Health and safety factors have been subjected to risk assessments.

9 **General**

9.1 The post holder must at all times carry out his/her responsibilities with due regard to NPA policy and procedures.

9.2 All staff have a responsibility to participate in the NPA Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

10 Confidentiality

10.1 In the course of your employment you will have access to confidential information relating to NPA business. You are required to exercise due consideration in the way you use such information and should not act in any way prejudicial to the NPA's interests. Information which may be included in the category which requires extra consideration covers both access to and the general business of the NPA and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

11 Health and safety

11.1 Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under the NPA and departmental Health and Safety policies, and to maintain awareness of safe practices and risk assessment.

12 Financial regulations

12.1 All staff are responsible for security of the property of the NPA, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform with the requirements of the NPA financial procedures.

13 Job description agreement

13.1 The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder's
signature:** _____

Date _____

**Manager's
signature:** _____

Date _____

Person Specification

Planning Enforcement Officer

Criteria	Essential	Desirable	Assessed by
Education / qualifications			
A minimum qualification of NVQ level 3 (or equivalent) or demonstrable experience	Y		A
Membership of the RTPI affiliated National Association of Planning Enforcement (NAPE)		Y	A
Experience			
Investigative experience	Y		A / I
Recent experience of working in a local planning authority		Y	A / I
Demonstrates previous experience of working as an effective team member	Y		A / I
<u>Progression criteria / experienced:</u> Demonstrable experience within a local planning authority monitoring and enforcement environment of three years	Y		A / I
Experience of drafting formal Enforcement Notices and Court Statements	Y		A/I
Planning appeals experience	Y		A / I
Knowledge			
Ability to read, interpret and scale plans accurately	Y		A / T
<u>Progression criteria / experienced:</u> Knowledge of planning legislation or experience of interpreting/applying legislation	Y		A / I
Skills			
Good IT skills and knowledge of current systems including Microsoft (Word, Excel, Outlook) with the ability to adapt to new systems and GIS	Y		A / I
Good organisational skills with experience of managing own workload to meet performance targets	Y		A / I
Proven ability to deal with all customers in a professional manner demonstrating excellent customer care skills	Y		A / I / T
<u>Progression criteria / experienced:</u> Strong communication, negotiation and inter-personal skills with ability to manage difficult/complex situations	Y		I / T
Ability to work under pressure and to tight, sometimes conflicting, deadlines	Y		A / I
Impact and attributes			
A valid driving license and access to a vehicle	Y		A
Ability to understand the need to treat sensitive information confidentially, especially in relation to Enforcement/Planning matters	Y		A / I
Political awareness		Y	A

Evidence assessed by key:

A = Application form I = Interview T = Testing / assessment