

Job Description



1 Job details

Job title:	Planning Enforcement Manager
Team:	Enforcement
Directorate:	Strategy and Planning
Post number:	Z00195
Hours per week:	37
Grade:	Band 8
Base:	Lymington Town Hall
Accountable to:	Executive Director Strategy and Planning
Responsible for:	Enforcement Team (3 FTEs)
Indirectly 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:	Yes – membership of the RTPI
Key liaisons:	New Forest National Park Authority (NPA) staff, NPA members, partner organisations, town and parish councils, local businesses, local community groups, professional representatives, the media and the general public.

2 Role summary

- 2.1 To monitor development and ensure that all breaches of planning control (to include mineral and waste sites and conservation area/tree offences) are investigated and, when expedient, to take remedial action in accordance with the NPA's enforcement policy (as set out in the Local Enforcement Plan).
- 2.2 To provide leadership for, and supervision of, the work of technical and administrative staff within the Enforcement team.

3 Main duties and responsibilities

- 3.1 To advise the NPA, applicants, parish councils, agents and the public on enforcement related matters and to prepare cases for planning appeals and court cases, including giving evidence at Planning Inquiries, Hearings and at Court.
- 3.2 To monitor development and alleged breaches of planning control, investigate, identify whether a breach of planning control has taken place and decide whether

to recommend to the NPA that it is expedient to take action in accordance with the NPA's enforcement policy.

- 3.3 To monitor the investigation and complaints periods associated with Enforcement Notices and other relevant planning matters, supervise the recording of enforcement processes and ensure the information is available to the NPA, complainants, parishes and the public.
- 3.4 To deal with the more complex and sensitive retrospective planning applications, appeals and legal action related to breaches of planning control if they are too problematic for the enforcement officers to handle and to compile planning appeal statements as well as witness statements, including exhibits, for Court.
- 3.5 To manage the Enforcement team and make an active contribution to the management and development of the Directorate and the NPA as a whole.
- 3.6 To organise the Enforcement team to operate in an efficient, effective and customer-friendly way that meets all relevant government, professional and other performance standards.
- 3.7 To investigate and respond to complaints and FOI/EIR requests for information.

4 Problem solving

- 4.1 Original thinking will be required to deal with new or unusual enforcement cases, and to apply new concepts and ideas within the field of planning enforcement.
- 4.2 A commitment to the highest standards of customer care, and to the achievement of professional, timescale and financial targets. This will often require an appropriate prioritisation of work and the need to handle a heavy workload in an effective manner.
- 4.3 Adoption of new approaches to service delivery, including innovations to achieve better results. This may involve creating new opportunities for staff to develop within particular disciplines.
- 4.4 Assist in resolving technical and specialist problems, as well as troubleshooting, to ensure that the enforcement and support systems work effectively and meet the required standards.
- 4.5 Collecting, managing and assessing large volumes of information involved in some major enforcement cases in order to evaluate different options in order to reach a conclusion, support a recommendation, take action and defend the decision later when necessary.

5 Decision making

- 5.1 The post will be involved in decisions about the most effective ways to manage the busy enforcement team. This will involve reconciling competing interests in accordance with the NPA's aim to develop continuously to achieve excellence.
- 5.2 Many decisions and actions will affect the NPA and its work, so careful consideration of these impacts beyond the realm of the enforcement team is required. This will involve consideration of the most appropriate ways of communicating with the NPA Members, colleagues, applicants/agents, public and the press.
- 5.3 The post will involve monitoring the achievement of targets for the enforcement team which must be met on time and to the agreed Key Performance Indicators.

6 Operational responsibility

- 6.1 Responsibility for the delivery of assigned aspects of the enforcement service within the quality standards, timescales and budget set out in the Key Performance Indicators, or as instructed by the Executive Director.
- 6.2 Responsibility for the management of any assigned service improvement projects. The projects may include training so that the staff are fully equipped to handle the required service improvements.
- 6.3 Involvement in complex enforcement cases and associated tasks may involve teamwork with colleagues in the NPA, consultants and outside organisations. The postholder must work with other team members to help the team meet the programme and achieve required outputs.
- 6.4 Management of enforcement staff, working with the NPA's legal staff and with consultants and Counsel.
- 6.5 To help brief and manage those contracted to supply the NPA with research and specialist expertise on enforcement related tasks.

7 Communication

- 7.1 Oral/presentation skills: both to represent the NPA effectively and to deal with complainants/customers who may not be entirely familiar with the planning process.
- 7.2 Written skills: using Plain English in reports and correspondence to set out 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.
- 7.3 Negotiation skills: with complainants, applicants/agents, objectors, NPA members, other agencies and other staff are vital to achieve the most beneficial outcomes.

8 Working conditions

- 8.1 The majority of the work is office-based, though there will be travel for meetings and the post holder will be required to undertake site visits within the boundary of the National Park.
- 8.2 There will also be a requirement that the person appointed will work outside normal office hours in order to meet the needs of the job.
- 8.3 The position may involve personal contact with people hostile to the NPA's policies, plans and objectives.
- 8.4 All enforcement staff will have training in personal safety as they will have personal contact with persons who have undertaken unauthorised development.
- 8.5 Requires occasional lone-working in relatively remote locations; woodlands, heathland and the coast.

9 General

- 9.1 The post holder must at all times carry out his/her responsibilities with due regard to NPA policies 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's 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 Manager

Criteria	Essential	Desirable	Assessed by
Education / qualifications			
A recognised degree or post-graduate qualification in Planning	Y		A
Membership of the RTPPI	Y		A
Experience			
Demonstrable planning experience, of which includes dealing with some complex and/or problematic cases	Y		A / I
Experience of supervising administrative and enforcement staff		Y	A / I
Demonstrates previous experience of working as an effective team member	Y		A / I
Knowledge			
Detailed and thorough knowledge of planning law procedures and statutory requirements, particularly related to monitoring and enforcement	Y		A / I / T
Knowledge and awareness of National Park purposes and duties or the challenges of working in protected landscapes		Y	A / I
Good IT skills and knowledge of current systems including Microsoft (Word, Excel, Outlook) with the ability to adapt to new systems	Y		A / I
Skills			
Good communication and inter-personal skills	Y		I / T
Good organisational skills with experience of managing own workload to meet deadlines	Y		A / I
Demonstrates good customer service skills to interact effectively and professionally with external and internal customers	Y		A / I
Impact and attributes			
A valid driving license and access to a vehicle	Y		A
Ability to understand the need to treat all information confidentially, especially in relation to planning and enforcement matters	Y		A / I
Political awareness		Y	A / I

Evidence assessed by key:

A = Application form

I = Interview

T = Testing / assessment / presentation