



# Colchester Borough Council

## JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION

Customer Business Culture



|                      |   |                      |                        |                     |  |
|----------------------|---|----------------------|------------------------|---------------------|--|
| <b>Job Title:</b>    | Planning Officer (Development Management) | <b>Salary Grade:</b> | CMG 9                  | <b>Post Number:</b> |  |
| <b>Service Area:</b> | Policy and Corporate                      | <b>Section:</b>      | Development Management |                     |  |

**Responsible to:** Senior Planning Officer (Development Management)

**Responsible for:** No direct staffing responsibility

**Contact with:** Members of the public, officers, Councillors, Town and Parish Councils, developers and other outside organisations.

**Purpose of job:** To determine planning applications, enquiries and related matters received by the team across the borough, in accordance with the Council's Development Plan policies.

### Principal Accountabilities:

1. Manage a case load of planning applications and pre-application enquiries: To assess planning and related applications against the Council's policies and prepare and assist in the preparation of reports, recommendations and development briefings.
2. To accompany Councillors on pre-Committee site visits on a rota basis and occasionally present planning applications to Committee outside the normal routine hours as required.
3. To undertake site inspections with regards to planning applications.
4. To advise applicants on the content of applications both prior to and after submission. To negotiate planning applications to secure the best possible outcome for the Council.
5. To advise Town and Parish Councils and members of the public on Development Management matters.
6. To prepare evidence for written representation appeals
7. To participate in and implement Planning Performance Agreements and Preliminary Enquiries that will generate revenue.
8. To develop new and sustain/enhance existing relationships with developers and agents around planning related issues in order to develop a good working relationship with the development industry to facilitate the effective delivery of new development within a high quality urban/rural environment.
9. Provide accurate information to enquirers on all aspects of the planning process (be it in writing or in person). To participate in the duty planner rota by answering general telephone calls on planning matters and being the main point of contact for Customer Services on general planning enquiries.
10. Work with the Planning Enforcement Team to assist where required in investigating and advising on unauthorised developments.

11. Initiate, develop and implement positive two-way working relationships and service partnerships with other teams within the Council, other authorities and agencies in order to co-ordinate service provision, make best use of resources.
12. Participate in cross-cutting, multi-disciplinary activities and projects and undertake specific project work at a corporate level to promote the better management of the service and the Council and to encourage a positive teamwork philosophy and culture.
13. To be proactive and passionate about customer service and aim to deliver a quality service that is right first time and ensure that the services deliver in a way which treats customers equally at all times and is adaptive and sensitive to the needs of all customer groups.

**Disclosure and Barring Service Registration (formerly CRB) required:** **No**

**Public Sector Network independent check required:** **No**

**Politically Restricted Post:** **No**

**Performance Dimension:**


*This part of the document sets out the dimension of this role which we expect you to operate at, in other words the level of knowledge, thinking, decision making and impact.*


| <b>Level</b> | <b>Dimension</b>                             | <b>Primary focus of this role</b>        |
|--------------|--|--|
| Two          | Enabling, managing and improving performance | The team<br>Short and medium term impact |


## PERSON SPECIFICATION

Our Goals, Attitudes and Behaviours are important to CBC and ensure that everyone is working in the right way. We apply them in our recruitment process so we appoint staff who have the experience, skills and more importantly the right attitudes to thrive within CBC.

We expect everyone to contribute to our core goals and exhibit our cultural attitudes and behaviours. The attitudes and behaviours indicated (✓) are particularly important to this role.

|  |  |  |   |
|--|--|--|---|
| <br><b>Customer</b> | Help our customers access our services and deliver on our communities' needs |  | ✓ |
|  | <b>Manage</b>  | I enable customers to help themselves where they can and make it easy for them to access our services              | ✓ |
|  | <b>Understand</b>  | I actively listen to my customers and use feedback to meet their needs and improve our services                    | ✓ |
|  | <b>Own</b>   | I take responsibility for the customer, learning from mistakes made and making amends for my customers where I can | ✓ |
|  | <b>Excel</b>   | I will strive to get it right for my customers and do the best job I can   | ✓ |

|   |   |  |   |
|---|---|--|---|
| <br><b>Business</b> | Become commercially focused and even more business-like in order to be free of government grant |  | ✓ |
|   | <b>Efficient</b>  | I constantly seek out income generating opportunities and efficiencies and aim to provide more for less to achieve the best possible value for residents and taxpayers |   |
|   | <b>Creative</b>   | I will create novel and effective solutions to improve services and ways of working and challenge conventional practices   |   |
|   | <b>Savvy</b>  | I am commercially shrewd and understand the cost/ benefit principles, including return on investment, of business planning   |   |
|   | <b>Promotional</b>  | I am enthusiastic about our services and products and look for opportunities to promote and sell them  |   |

|   |  |  |   |
|---|--|--|---|
| <br><b>Culture</b> | Inspired staff who do the right things and are proud to work for the Council |  | ✓ |
|   | <b>Develop</b>   | I am responsible for continually improving my personal skills and knowledge and will develop and grow for the benefit of the organisation                        | ✓ |
|   | <b>Transform</b>   | I will adapt as the world around us changes and strive to improve the services we provide; recognising that change is necessary for our future success           | ✓ |
|   | <b>Respect</b>   | I understand that we are collectively responsible for delivering excellent services and respect my colleagues for their contribution; if they succeed, I succeed | ✓ |
|   | <b>Pride</b>   | I am proud of what we do and act as an ambassador for the council  | ✓ |

|                           |  |  |
|---------------------------|--|--|
| <b>Everyone needs to:</b> |  |  |
| Health and Safety         | Understand and carry out duties in a manner which is safe for yourself, colleagues and public in accordance with the Health and Safety at Work Act 1974, in order to minimise the risk of injury/accident. |  |
| Safeguarding              | Be committed and adhere to the principles of our published policies and the procedures contained within them regarding our obligations for the safety of children and vulnerable adults.                   |  |

**The following are the skills and behaviours that apply particularly to this role.**

| Skill and behaviour grouping          | Which means that we expect you to:  | We also hope that you:  |
|---------------------------------------|---|---|
| <b>Personal</b>                       | <ul style="list-style-type: none"> <li>• Have integrity</li> <li>• Be decisive, objective and scientific</li> <li>• Be accountable and responsible</li> <li>• Understand health and safety.</li> </ul>  | <ul style="list-style-type: none"> <li>• Have self-awareness, reflecting in order to learn from your experiences.</li> </ul>  |
| <b>Impact and Influence</b>           | <ul style="list-style-type: none"> <li>• Be an effective communicator, listening and understanding others</li> <li>• Be able to build rapport and use relationships inside and outside the organisation</li> <li>• Be able to negotiate and influence other people.</li> </ul>                                  | <ul style="list-style-type: none"> <li>• Know the borough</li> <li>• Possess some basic knowledge of close disciplines, such as building control, highways, planning policy</li> <li>• Demonstrate customer excellence.</li> </ul>                                      |
| <b>Project Management</b>             | <ul style="list-style-type: none"> <li>• Be able to plan, monitor and prioritise change</li> <li>• Meet deadlines and work systematically</li> <li>• Understand risk management</li> <li>• Be methodical and able to problem-solve.</li> </ul>  | <ul style="list-style-type: none"> <li>• Use your own initiative</li> <li>• Willingness to seek help before any problems escalate in order to resolve them as early as possible.</li> </ul>   |
| <b>Administration</b>                 | <ul style="list-style-type: none"> <li>• Be organised</li> <li>• Have attention to detail and accuracy.</li> </ul>  |   |
| <b>Role specific technical skills</b> | <ul style="list-style-type: none"> <li>• Planning experience</li> <li>• Knowledge of planning practices, laws and legislation</li> <li>• Ability to interpret plans and understand related information</li> <li>• Ability to prepare clear written reports/statements fit for the relevant audience.</li> </ul> | <ul style="list-style-type: none"> <li>• Planning qualification and/or experience of determining planning applications</li> <li>• Knowledge of Local Government and/or political awareness.</li> <li>• Ability to present reports to public/member meetings.</li> </ul> |

**The following are the qualifications that apply to this role:**

| We expect you to have:  | We also hope that you have:  |
|---|--|
| <ul style="list-style-type: none"> <li>• Planning degree or equivalent qualification (or working towards it)</li> </ul> | <ul style="list-style-type: none"> <li>• Membership of the RTPI or an equivalent professional body.</li> <li>• Evidence of continuing professional development.</li> </ul> |

**The following are the IT skills that apply to this role:**

|   |  |
|---|--|
| We expect you to have experience in using:  | We also hope that you have:  |
| <ul style="list-style-type: none"><li>• Microsoft Office365 applications</li><li>• (Outlook, Word, Excel, Powerpoint)</li></ul> | <ul style="list-style-type: none"><li>• Planning Database packages</li></ul> |
| <ul style="list-style-type: none"><li>• Internet resources</li></ul>  | <ul style="list-style-type: none"><li>• SlideShark</li></ul>                 |
| <ul style="list-style-type: none"><li>• GIS</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Laptops and tablets</li></ul>   |  |

**The following are any physical or special attributes that apply to this role:**

|  |                                    |
|--|------------------------------------|
| We expect you to be able to:   | We also hope that you are able to: |
| <ul style="list-style-type: none"><li>• Work flexibly as appropriate</li><li>• Attend evening and weekend meetings as required</li><li>• Be able to work unsocial hours as required</li><li>• Hold a full driving licence and have access to a car</li></ul> |                                    |
| <b>Prepared by:</b> Karen Syrett   | <b>Date:</b> November 2017         |