

ROLE PROFILE

Job family	Manager	Role profile number	MA15-0600	Grade O
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Job purpose: To manage a team responsible for delivering a service.

Grade O posts focus on the strategic management of a team of staff. Grade O posts are higher in 'Creativity & Innovation' and 'Decisions & Consequences' compared with grade N posts as these posts lead in advising and delivering specialist service areas, acting as the lead professional and point of contact in the relevant field. These posts also require significant post qualification experience at a technical/professional level as they lead complex and diverse areas of work.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 5 in management or equivalent experience and completion of the Wiltshire Leadership Programme Level 2 or willingness to complete within an agreed timeframe
Knowledge and Skills	Experience of managing, motivating and developing multiple teams of staff involving different workstreams Experience of managing staffing budgets Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Significant experience of leading complex and diverse areas of work involving a wide range of contacts which has a high impact on the organisation and partners Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners Excellent leadership skills to inspire and motivate people in the delivery of work.
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Creative problem solving of issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services and the reputation of the council. Think and act strategically in problem solving and decision making in a complex political and business environment. A level of discretion is required in deciding what course of action to take and how to operate within the policy framework. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action and defining policies. Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature. Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.

	<p>Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, will be dealing with highly challenging situations where influence could be required.</p> <p>Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Make decisions on complex business or politically sensitive issues within the specialist area. Make, or influence, business decisions in line with the business plan based on professional expertise, experience and analysis and evaluation of information.</p> <p>Major responsibility for monitoring and evaluating important policy or service practice, making recommendations for change across the service and organisation.</p> <p>The consequences of the decisions will have a major impact upon the organisation, community and partners.</p> <p>Authoritative lead in advising in the delivery of a specialist service area, shaping responses which feed into service plans / strategies and policies.</p> <p>Manage responses to complex business or politically sensitive issues within the specialist area. Make (or influence) business decisions in line with the business plan based on professional expertise, experience and analysis / evaluation of information.</p> <p>Promote and deliver continuous improvements as required in the role. Identify additional service / council requirements or opportunities for innovation to establish new ways of working and recommend innovative solutions.</p> <p>Manage and contribute to organisation wide and partner-based programmes to deliver internal and external outcomes</p> <p>Design, develop and implement solutions to improvement of core systems, business processes, project solutions, policies, procedures and associated governance frameworks.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	<p>Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.</p>
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Planning Manager DM	
Role profile family:	Manager	
Role profile number and grade:	MA15-0600	Grade O
Number of posts:	1 of 5	
Number of staff managed:	Up to 15	
Service/Team:	Planning - Development Management	
Reports to:	Head of Development Management	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day-to-day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated.
- Work is effectively delegated and delivered to the required standards.
- Appraisals are undertaken for all staff within the team.
- Effective team meetings and one to one meetings take place regularly.
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / function Context

The Planning Service is responsible for the delivery of future growth of Wiltshire, ensuring that decisions are taken that deliver high quality place-shaping, following policy guidance and best practice in urban design. It's both a statutory and regulatory service responsible for delivering housing and employment as set out in the adopted Local Plan.

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The Development Management Service is responsible for determining planning applications for new development in line with policy and legislation. While some of the decision-making process is subjective, there is a high degree of legal and prescriptive procedure which has to be followed to conform with legislation and guidance. The service helps to deliver the council's business plan, by providing new development, economic growth and environmental protection and sustainability.

Working alongside the communities in Wiltshire, and many statutory stakeholders, such as Environment Agency, Historic England and town and parish councils, this role helps to preserve and enhance the natural and built environment.

Job Purpose

As a Planning Manager, reporting to the Head of Development Management, you will lead and manage a team of professional planning officers with responsibility for determining a wide range of planning applications, as well as facilitating community engagement and stakeholder collaboration to negotiate and bring forward appropriate developments in accordance with the Local Plan and the council's place shaping objectives.

As a manager in the Council, you will help to embed 'Our Identity' and deliver a forward thinking, customer focused culture across the Planning service, helping to implement the vision. You will be expected to engage in corporate initiatives and ensure your teams are fully informed and have the opportunity to feedback and contribute to a high performing organisation.

In this strategic front-line role, reporting to the Head of Development Manager, with overall responsibility for the determination for all planning applications, including the most complex high level and strategic planning applications in line the council's scheme of sub-delegation.

The postholder will have to exercise considerable delegated powers in determining planning applications in accordance with national guidance and legislation and the council's approved scheme of delegation to officers. They will be expected to advise on complex appeal cases, pulling together a cross-disciplinary team involving legal services and relevant professional expert witnesses and ensure that the necessary papers and evidence is supplied within the timescale set by the Government and the Planning Inspectorate.

Expert planning knowledge is required to be able to manage, support and mentor members of the team, present items to Planning Committees and at times, be the council's lead at planning appeals.

You will be responsible for managing and developing your team, in addition to exercising delegated powers in determining planning applications in accordance with the council's Development Plan, Scheme of Delegation and national planning policy.

Specific responsibilities

- To effectively lead a team of professional planning officers within the Development Management service. This will require providing a high level of technical guidance and

advice on all planning matters, in addition to mentoring and training members of the team.

- Working closely with the other managers across the service, ensure that resources are used effectively, taking opportunities to broaden staff knowledge and expertise and not being constrained by geographical boundaries. The emphasis will be on utilising the skills within the teams appropriately, sharing best practice and facilitating opportunities for cross team working/engagement to support development of all staff.
- Communication is a critical part of this role. Planning Managers will be responsible for ensuring that teams receive consistent messages in a timely way and that you encourage active feedback. As a service manager, you will be expected to lead by example and require regular in person working to support team culture and collaboration, holding regular face to face team meetings as well as facilitate opportunities for teams to come together to share knowledge, experience and feedback.
- You will have responsibility for monitoring and managing the performance of members of staff in your team. This will include undertaking regular 1-2-1 meetings as well as effectively performance managing members of staff, using and analysing data to inform discussions and actions. The role will be responsible for ensuring that support is given to enable continuous professional development for team members.
- There will be a requirement to work effectively to manage planning performance, making decisions on operational service delivery, service improvements and ensuring efficient and effective ways of working consistently across all teams. Making sure that the council is safe from government intervention and is best placed to meet changes in planning legislation, and following best practice to help the service become one of the best performing in the country.
- Be proactive in providing strategic planning advice and assistance to elected members and senior council officers in other services. Co-ordinating project teams to review the larger and more complex planning applications, providing the guidance and decision making on these ensuring that the integrity of the Local Plan is maintained. The post holder will be a key service contact and liaison point for elected members and officers with queries on casework, agendas and meetings.
- To ensure that teams are responsive to all customers and maintain high levels of customer service. Where there are complaints received, undertake investigations, ensuring that the service is meeting its statutory obligations in respect of planning applications and that customer feedback is acted upon (across the wider Development Management service) where service improvements are necessary.
- To oversee and contribute to the compilation and editing of committee reports, agendas and committee presentations to ensure they are written professionally, are legally compliant and represent best practice. The postholder must be politically

astute and be able to lead and present items to meetings (as lead officer when required). Contribute to member training where appropriate.

- To work closely with other managers in the service and across the wider council to ensure that a coordinated and effective service is provided. This will require creativity, analysing data to make evidenced based decisions to meet priorities which will impact on service delivery.
- Use creative thinking and innovative practices to facilitate improvements to the planning service, leading on task and finish groups to implement new ways of working consistently across the service.
- Working closely with the Town and Parish Councils ensuring they are engaged in the planning process and have the skills and knowledge to make sound planning decisions. This will involve delivering training events and seminars.
- To embrace the Councils vision and values of “Our Identity”, role modelling behaviours and supporting the delivery and culture of continuous improvement.
- To act as an authorised officer, under the council’s Scheme of Delegation to Officers, to exercise its duties – ensuring that applications are assessed against the relevant national and local planning policies. The post holder will be accountable for the decisions made by officers within their team.
- To represent the Service and council at meetings with national bodies (e.g. Government Departments), statutory consultees (e.g. Natural England, National Highways), neighbouring planning authorities and partnerships on strategic and local planning matters; and establish, develop and maintain effective working relationships with such bodies.
- To deputise for the Head of Development Management as required.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Degree (or equivalent qualification or experience) and member of the Royal Town Planning Institute (MRTPI) with demonstrable post qualification experience working in local government at a senior level covering the full range of disciplines and duties.
- Level 5 qualification in Leadership and Management or equivalent demonstrable experience in management role.
- Significant experience of working in a senior planning position with supervisory or management responsibility
- Significant experience of defining and implementing planning policy and planning legislation.
- Excellent negotiation skills - the ability to negotiate with developers to secure the community benefits required, which can include six figure financial sums in addition to land for schools: recreation etc.
- Politically aware and ability to cope under pressure when dealing with contentious issues in the public arena.
- Ability to work in partnership with others, including internal/ external stakeholders.
- Significant experience of implementing planning policy and planning legislation.
- Excellent communication and interpersonal skills, including the ability to confidently present to committee and/or appeal.
- Mentoring skills to expand and develop the professional expertise and foster the career development of team members.
- Sound and accurate IT knowledge e.g. Microsoft Office, in order to produce written and statistical reports.
- Excellent literacy and numeracy skills in order to produce reports, proposals and plans and responses.
- High level understanding of the organisation, its priorities and decision-making processes.
- Understanding of working in a political environment context.

Desirable

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:
N/A

Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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Regular Driver

Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input checked="" type="checkbox"/>
This role is not politically restricted	<input type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
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<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2*. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').</p>	<input type="checkbox"/>
<p>This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3*(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).</p>	<input type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>

Safeguarding	
<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>