

## ROLE PROFILE

<b>Job family</b>	<b>Regulation &amp; Technical</b>	<b>Role profile number</b>	<b>RT10-0880</b>	<b>Grade J</b>
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**Job purpose:** Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event-based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area

Grade J posts are higher in 'Contacts & Relationships' with the requirement to resolve complex and contentious situations with a variety of stakeholders, and often conflicting priorities compared with grade I posts. These posts are also higher in 'Knowledge & Skills' as they require a relevant degree/ professional qualification but postholders may not have the practical experience of applying the skills obtained through study.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related systems
Knowledge and Skills	Some relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Knowledge of wider sector / external influences. Experience of representing the work area externally Sound communication, interpersonal and presentation skills, proven ability to understand and explain sometimes complex technical / legal / professional issues to a range of audiences. Research and analysis skills to contribute towards the diagnosis of problems/issues and the identification of solutions/recommendations. Proven ability to conduct formal interviews and / or take legal statements. Proven ability to build and maintain effective working relationships at all levels. Good literacy, numeracy and report writing skills. Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved. Project management skills and experience Experience in the use of specialist equipment / systems / techniques relevant to the role.
Creativity and Innovation	Creativity and innovation are a feature of the job along with ability to interpret general guidelines to resolve issues. Represent the council at inquiries / court etc to present evidence. Take appropriate action to ensure / support enforcement of / compliance with regulations. Undertake the full range of registration duties, conducting legal and civil proceedings as required. Issue licences / registrations or other authorisations. Ensure compliance with safe practice and the legal use/operation of specialist equipment. Support the development and delivery of team plans. Identify method of analysis to use and action to be taken within a defined area of responsibility. Recommend options, primarily through reference to precedent, supported by original thinking, within guidelines and procedures.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Contacts will include Senior managers, leadership team, councillors, external bodies and partners. Support others in their development including external organisations / customers where appropriate. Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.

Factor	Relevant Job Information
	<p>May have to appear in court / inquiries to present evidence. Solicitors / court officials when presenting evidence.</p> <p>Build and maintain effective working relationships at all levels.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Determine the data and tools / techniques required as appropriate to the area of responsibility.</p> <p>Plan and carry out tests / inspections / surveys / assessments / evaluations / audits. Identify issues, resolve straightforward ones, and escalate more complex ones as necessary.</p> <p>Collate, process and analyse information / evidence using the appropriate systems. Ensure all records / information / evidence are managed correctly.</p> <p>Assess situations/ information / cases. Develop and recommend solutions which ensure compliance with appropriate regulations / legislation. Assess and mitigate any risks associated with the recommendations made.</p> <p>Research and evaluate current issues, developments, good practice and legislation changes in work area.</p> <p>Prepare and distribute reports / recommendations / responses / results / other information / documentation as required.</p> <p>Respond to and investigate enquiries / complaints.</p> <p>Represent specialist area internally and / or externally to put Council view and respond to enquiries.</p> <p>Liaise with other organisations / stakeholders to share information.</p> <p>Support the preparation of tenders and contracts.</p> <p>Support the award and monitoring of grants by the council.</p> <p>Assist with the preparation and submission of bids for short- and long-term funding.</p> <p>Ensure all financial transactions are processed and reconciled correctly.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p><a href="#">Our Identity</a> 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 <a href="#">Our Identity</a> 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	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	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 <a href="#">the whistleblowing policy</a> .
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

<b>Role description:</b>	Planning Officer – Level 2 (DM)	
<b>Role profile family:</b>	Regulation & Technical	
<b>Role profile number and grade:</b>	RT10-0880	Grade J
<b>Number of posts:</b>	Approx 20-30	
<b>Service/Team:</b>	Development Management	
<b>Reports to:</b>	Planning Manager (DM)	

### Job Family overview

#### Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event-based request.
- Vocational and / or theoretical knowledge and skills in specific discipline

### 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 Level 2 Planning Officer, you will lead and manage a range of planning projects and initiatives, as well as well as facilitating community engagement and stakeholder collaboration to negotiate and bring forward appropriate new development.

This is a front-line role, responsible for determining all types of planning applications, appeals and pre application enquires with minimal supervision and in line with the council's scheme of sub-delegation. Reporting to the Planning Manager, to determine all types of planning and waste and listed building applications, and any resulting appeals.

## Specific duties

- Responsible for determining all types of planning applications and listed building consents. In line with National Planning Policy Framework and Local Plan, which can be complex in nature requiring substantial knowledge and expertise in Town and Country Planning. This involves site visits; consideration of consultation responses (town/parish councils; highways authority; neighbouring property owners; etc) applying relevant national and local policies and procedures; assessing issues of design and amenity; assessing impact of proposals upon heritage assets; negotiating with applicants/consultees; and making recommendations and professional decisions in line with the scheme of sub-delegation. Applications are required to be determined within statutory timeframes.
- The post holder will be expected to attend the planning committee to present reports on applications called in by members and to deal with questions. Dealing with appeals against refusal of permission, including the writing of professional appeal statements, and appearance at hearings and Inquiries as a council witness and ensuring that other professionals within the Council are engaged with the appeal to defend the decision.
- Whilst there is no specific management responsibility, there may be a requirement to undertake mentoring of graduate officers. Providing help and advice on cases to aid development and learning.
- You will be responsible for negotiating with internal and external partners to resolve issues that may arise, escalating if/when necessary, and to secure improvements to schemes to ensure that they meet the Council business plan objectives.
- Responsible for preparing professional appeal statements and written representations. There may be a requirement to represent the Council's case at hearings under the Planning Acts including the defence of the council against costs at informal hearings. An 'informal' hearing is a way of dealing with planning appeals with an independent Inspector assessing the opposing cases being put by the Council and appellant.
- To interpret often complex planning/heritage legislation and policy (with support from Senior Officers) in order to give specialist advice (e.g. design) to offer effective pre-application advice (discussions prior to a planning application being submitted). Advice given to developers, architects, planning consultants, landowners and members of the public.
- Provide professional and statutory guidance and planning advice to customers, stakeholders, elected members and senior council officers in other services. The post holder will be a key service contact and liaison point for members and officers with queries on their applications.

- Use creative thinking and innovative practices to determine planning applications in accordance with the Town and Country Planning Act, whilst ensuring that the needs of the customer are at the heart of decision making and ensuring that decisions taken deliver high quality place-shaping, following policy guidance and best practice in urban design.
- Working across Development Management and on occasion, Planning Policy, advise, comment and make recommendations with regard to policy formulation. To contribute towards the preparation and compilation of Local Development Framework Policies, Supplementary Planning Documents (SPD's) and Design and Development Briefs.
- To negotiate, co-ordinate and secure contributions to community infrastructure to be secured through legal agreements (for example affordable housing, public open space, education contributions), involving liaison with applicants and their advisors, other business areas, external consultees and other third parties.
- Investigate and provide draft responses to formal complaint letters/ ombudsman cases/ Freedom of Information Requests related to case load and applications i.e. The post holder must be able to provide professional and concise information to a senior officer in the event of a complaint letter being submitted or as the result of an ombudsman complaint or FOI requests that will set out the issues and concerns as required.
- Lead by example in delivering exceptional expert customer service. Fostering positive relationships with stakeholders is integral to the success of delivering quality planning projects.
- To embrace the Councils vision and values of "Our Identity", role modelling behaviours and supporting a culture of continuous improvement, delivering high-performance, sharing best practice and strengthening collaboration across the service.
- Take responsibility for maintaining up to date knowledge of changes in legislation/ up to date position on policy /strategy through active engagement in CPD opportunities.

## **Person Specification**

### **Essential**

#### **Qualifications and experience**

- Degree in a subject related to planning (e.g., planning, architecture, or heritage) **OR** a non-graduate with sufficient planning or planning related experience.
- ITQ 2 or equivalent skill – including expert working knowledge of utilising Microsoft products and the use of databases and Geographical Information Systems.
- Relevant professional experience post qualification working in a similar work environment.

#### **Knowledge and skills**

- Expert knowledge of National planning practice, procedures, legislation, advice and local policies.
- Excellent communication and interpersonal skills – being able to communicate effectively with all stakeholders.
- Proven ability to problem solve - using research and analytics to provide recommendations.
- Negotiation skills - the ability to undertake negotiations with developers to secure the best

development possible.

- Organisational skills - the ability to organise the postholder's incoming and outgoing workload of planning applications and to supervise other officers including monitoring the output of their recommendations to ensure that consistency is achieved, and the council's performance targets are met.
- Diplomacy and tact - the ability to relate to a wide range of people - Members, applicants, agents and neighbours - explaining complex policies and objectives in a manner understood by all sections of the community.
- Decision making - the ability to weigh up competing arguments about a proposed development and make a sound professional decision based on an understanding of the complex policy framework and all other material considerations.
- Self-motivated but able to work within a busy team and with the ability to motivate others.
- Good understanding of local government- including Wiltshire Council's constitution procedures, standing orders etc.

### **Desirable**

- Working towards a higher qualification accredited by the Royal Town Planning Institute (e.g. a Diploma in Town Planning, a master's degree in Town Planning).

### **Career graded posts (where applicable)**

This post can be used as a career graded post, designed so that postholders can progress once academic and experience thresholds have been met. This is subject to a vacancy being available and a successful recruitment exercise.

The posts that form part of this career grade structure are:

- Senior Planning Officer (RT12-0879)
- Planning Officer- Level 2 (DM) (RT10-0880)
- Planning Officer -Level 1 (DM) (RT08-2611)



## Supporting information

Driving classification	
<b>Occasional driver</b> 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.	<input type="checkbox"/>
<b>Regular Driver</b> 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.	<input checked="" type="checkbox"/>
<b>Required Driver</b> 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.	<input type="checkbox"/>
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 an MEP, as a member of the Scottish or Welsh Parliaments, or as 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 type="checkbox"/>

This role is not politically restricted	<input checked="" type="checkbox"/>
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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 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 GCSX network 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)	
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 <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>
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 <b>level 3*</b> (*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).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>



Safeguarding	
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.	<input type="checkbox"/>
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.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>