

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT13-2612	Grade M
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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.

Example posts:

Grade M posts are higher in 'Contacts & Relationships' with the requirement to manage a broader range of contentious and complex issues higher than grade L posts. In addition, these posts may also have responsibility for supervising/overseeing colleagues, or specialist staff across service areas and external partners in a project context, and will therefore score higher in 'Supervision & Management' and 'Work Demands' to take account of these responsibilities.

Factor	Relevant Job Information
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. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	Degree or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in related IT systems. Professional qualification in area of specialism Licence / certificate / qualification required for the role.
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. 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. Ability to contribute to the development of service policies and practices Excellent knowledge of service / profession and interrelations with other services Good knowledge of wider sector / external influences. Experience of representing the work area in a professional / legal capacity Excellent communication and interpersonal skills, proven ability to engage and influence customers, partners and stakeholders, in complex situations. Advanced research, investigative and analysis skills demonstrating evidence of the ability to identify and diagnose complex problems/issues and develop innovative solutions Proven ability to conduct formal interviews and / or take legal statements Proven ability to deal with sensitive and contentious issues and diffuse confrontational situations Good customer service skills, with experience of resolving escalated / complex customer queries Excellent planning and organisational skills, to manage a range of complex activities and to achieve given targets and objectives. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Good literacy, numeracy and report writing skills Project management skills and experience with experience of implementing change Experience in the use of specialist equipment / systems / techniques relevant to the role.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services.

Factor	Relevant Job Information
	<p>Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.</p> <p>Contribute to long term strategies.</p> <p>Act as an expert witness for the council at inquiries / court etc</p> <p>Produce, often complex technical plans, designs and / or specifications within area of specialism</p> <p>Take appropriate action to ensure / enforce compliance with regulations</p> <p>Undertake the full range of registration duties, conducting legal and civil proceedings as required.</p> <p>Issue licences / registrations / prohibition notices or other authorisations</p> <p>Agree objectives and standards to meet, within Business plan. Monitor and evaluate activities / performance</p> <p>Where appropriate, support partners to implement authorised enforcement decisions and improvement notices</p> <p>Determine how issues should be approached within area of responsibility by undertaking research and consultations where problems are not always clear and easy to resolve.</p> <p>Design and develop solutions through use of practical experience, theoretical knowledge and original thinking, within policy. Recommend and develop new procedures / improvements within work area.</p> <p>Provide independent advice in areas of knowledge and draft specialist advice for approval by senior colleagues</p> <p>Plan and carry out a range of tests / inspections / surveys / assessments / evaluations / audits.</p> <p>Plan and organise work programmes to ensure that timescales and targets are achieved.</p>
<p>Contacts and Relationships</p>	<p>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.</p> <p>Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <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>Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p> <p>Coaching responsibility for colleagues and other stakeholders.</p> <p>Consult with stakeholders to identify requirements.</p> <p>Manage relations with delivery partners / contractors</p> <p>May be required to appear in court / inquiries to present evidence / represent the council.</p> <p>Contact with solicitors / court officials when presenting evidence.</p> <p>Co-ordinate Partnership working activities and internal / external working groups. Promote the councils standpoint. Influence their decisions.</p> <p>Interaction with other people is aimed at understanding, supporting and / or influencing them to bring about a change of behaviour.</p> <p>Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
<p>Decisions – Discretion & Consequences</p>	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Plan, organise and deliver own work to support the delivery of the regulatory / statutory/ technical / legal service and ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility including serious / complex incidents / allegations. Determine the data and tools / techniques required.</p> <p>Ensure all records and information are maintained correctly.</p> <p>Research and evaluate current issues, developments, and good practice and legislation changes in specialist field.</p> <p>Work with partner organisations as required</p>

Factor	Relevant Job Information
	<p>Support others in their development including external organisations / customers where appropriate</p> <p>Prepare and present reports /plans / recommendations / responses / results / other information / documentation as required</p> <p>Interpret the latest legislation, regulations, guidance and codes of practice.</p> <p>Ensure compliance with safe practice and the legal use/operation of specialist equipment and / or facilities / premises.</p> <p>Represent specialist area internally and / or externally to put Councilview and respond to enquiries. Liaise with other organisations / stakeholders to share information.</p> <p>Contribute to the development and implementation of policies and procedures</p> <p>Lead specialist projects or improvement programmes, or contribute to the delivery of larger projects</p> <p>Co-ordinate the preparation of tenders and contracts.</p> <p>Co-ordinate the award and monitoring of grants by the council.</p> <p>Co-ordinate the preparation and submission of bids for short and long term funding</p> <p>Following approval procedure, arrange with contractors / suppliers for work to be carried out.</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	Work may require some physical effort. 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	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 the whistleblowing policy .
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:	Principal Enforcement Officer	
Role profile family:	Regulation and Technical	
Role profile number and grade:	RT13-2612	Grade M
Number of posts:	2	
Service/Team:	Enforcement	
Reports to:	Planning Manger (Enforcement)	

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.

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.

To deliver an effective planning enforcement service, ensuring that casework handled proportionately, in accordance with planning policy and best practice.

The Enforcement Team support the planning process:

- To deliver high quality sustainable development in accordance with the Development Plan and, where relevant, other material considerations through advising on the processing and determination of planning applications and appeals where enforcement is a relevant consideration.
- To protect the historic and natural environments in the interests of amenity.
- To control unauthorised development and, when expedient to do so, to enforce planning rules and regulations against inappropriate unauthorised development.
- To monitor minerals and waste related developments and enforce any breaches of planning control, where expedient to do so.

Job Purpose

As a Principal Enforcement Officer, you will be part of a county-wide planning enforcement team responsible for advising on complex investigations into alleged breaches of planning and other related legislation, including those affecting listed buildings, advertisements, protected trees (which can be by Tree Preservation Orders, by being in Conservation Area or by conditions on planning permissions), minerals and waste and unauthorised development.

This is a front-line first response role, and you will be required to lead on the most complex and high profile investigations and determine the most appropriate course of action necessary in complex and potentially challenging enforcement investigations. In accordance with government legislation and guidelines, as well as council policies e.g the Local Development Framework and Enforcement Policies) making decisions to remedy breaches effectively and in a timely manner, from negotiated voluntary compliance, to complete remedial works, to service of notices and be responsible for the preparation of case files for prosecution, as well as attending Magistrates, Crown and High Court as an expert witness.

You will need to assess any immediate threat to public safety, and make decisions to determine the most appropriate course of action in a situation (for example, any substantial damage to or loss of statutorily protected buildings, trees or areas, any potential harm to neighbours, affected parties and/or the environment, e.g., on Areas of Outstanding Natural Beauty, world heritage sites, Green Belt land, Sites of Special Scientific Interest and flood risk areas).

Whilst there is no specific management responsibility, there will be a requirement to undertake mentoring of Enforcement planning officers within the team, with delegated authority to sign off their work. This could involve monitoring and directing their workload and reviewing decisions on enforcement cases where they have made recommendations; checking before determination that the recommendation is in accordance with the council's Development Plan, Scheme of Delegation and national planning policy.

Specific responsibilities

- To work closely with the Enforcement Manager to introduce any new planning guidance and legislation, ensuring that it is applied consistently across the service

and advise on how changes to practice and procedures relating to enforcement should be applied.

- To carry out site investigations, on occasions, working outside normal hours and in emergencies (including potentially weekends), having first conducted background research to establish whether a breach of planning control has taken place. Apply a full range of fresh imaginative solutions and creative thinking to help resolve complex breaches and recommend on the necessity for formal action and implement appropriate enforcement proceedings to ensure that the breach is remedied.
- To manage a workload of consistently complex enforcement cases. Assessing the individual planning merits of each enforcement case, applying and interpreting the full range of planning legislation, including national and local policy and guidance. Applying creativity whilst making judgements as to how the breach should be resolved (including whether formal or informal action is required).
- To lead on the preparation and collate evidence, statements and conduct interviews under caution in accordance with the latest Police and Criminal Evidence Act (PACE) codes maintaining clear and concise, up to date manual and electronic records of all investigations.
- Lead on the preparation of appeal statements and proofs of evidence, representing the Council's case at hearings and appearing as the Council's expert planning witness at public inquiries in relation to the most complex planning enforcement cases and related applications, including the defence of the council against costs at informal hearings.
- To proactively communicate with all stakeholders regarding planning enforcement matters providing specialist technical advice on a wide range of enforcement matters.
- To conduct site visits where necessary to obtain evidence and prepare and collate prosecution files to present as evidence in a Magistrates, Crown or High Court as the Council's expert witness; and to prepare and present evidence and a persuasive argument orally on complex matters as a professional planning enforcement witness at Public Inquiries and Hearings to present the Council's case.
- To make critical and time sensitive decisions on the most appropriate course of action in terms of immediate response and follow up actions when on site and following initial investigation/site visit. This can involve dealing with challenging and aggressive persons and requires a high level of problem-solving skills as well as considerable tact and diplomacy.
- To pro-actively help manage legal obligations and planning conditions to ensure

compliance in accordance with the Council's priorities for compliance monitoring.

- Monitor minerals and waste related development and take enforcement action if and where necessary.
- Lead by example in delivering exceptional customer service. Fostering positive relationships with stakeholders is integral to the success of delivering a quality enforcement service and development in Wiltshire.
- 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.
- 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.
- Deputise for the Enforcement Manager.
- To represent the Service and council at external meetings with national bodies (e.g. Government Departments), neighbouring planning authorities and partnerships on strategic and local planning matters; and establish, develop and maintain effective working relationships with such bodies.

Person Specification

Qualifications and Experience

- Recognised planning qualification (degree level) and eligible for membership of Royal Town Planning Institute (MRTPI)
- Expert Knowledge of planning practice, procedures legislation, advice and policies or historic building and conservation practice, procedures legislation, advice and policies
- Demonstrable experience post-qualification experience working on complex planning matters within the public or private sector.

Knowledge and skills

Essential

- Expert experience of working in an investigative/regulatory or enforcement role and some knowledge of planning practice, procedures, legislation and policy

- Expert analytical and judgement skills and decision making – the ability to weigh up competing arguments about organized development and make a sound decision about action based on policy framework and all other material considerations.
- The post holder must have strong customer care / negotiating skills and be able to apply them in challenging circumstances to diffuse confrontational situations and must also be able to manage emotional and aggressive people.
- Ability to prioritise and organise workload largely unsupervised, and maintaining records in an organised, precise and complete manner, where necessary to PACE standards, in order to form the basis of future actions including possible prosecution.
- Willingness to undertake training relevant to the post and work with colleagues to share skills.
- Ability to resolve conflict by communicating effectively (in writing and in person) with all sections of the community in an assertive, non-aggressive manner to achieve a remedy with the minimum of distress to all parties, expert level interpersonal / communication skills are required as they may be needed to diffuse a hostile situation.
- The post holder must be able to prepare concise reports and orally present evidence in hearings, Public Inquiry and occasionally Court in a concise, persuasive and convincing manner as a witness and expert witness
- Be able to demonstrate diplomacy and tact with 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.
- Self motivated and be able to lead a team.

Desirable

- Experience of conducting PACE interviews

Career graded posts (where applicable)

- None

Supporting information

Driving classification	
<p>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.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) 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.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Political restriction	
<p>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</p>	<input checked="" type="checkbox"/>
<p>This role is not politically restricted</p>	<input type="checkbox"/>

Professional fees and related occupational costs	
<p>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</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
<p>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.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
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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)	
<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"/>
This role is not subject to a NPPV check	<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"/>