

## ROLE PROFILE

<b>Job family</b>	<b>Regulation &amp; Technical</b>	<b>Role profile number</b>	<b>RT12-0889</b>	<b>Grade L</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 L posts are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

<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 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. 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. Contribute to long term strategies. Act as an expert witness for the council at inquiries / court etc Produce, often complex technical plans, designs and / or specifications within area of specialism. Take appropriate action to ensure / enforce compliance with regulations.

Factor	Relevant Job Information
	<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 on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>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.</p> <p>Regular contacts will include: Senior managers, leadership team, councillors, external bodies and partners.</p> <p>Liaise with other organisations / stakeholders to share information.</p> <p>Support others in their development including external organisations / customers where appropriate.</p> <p>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.</p> <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>
<p>Decisions – Discretion &amp; 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, good practice and legislation changes in specialist field.</p> <p>Work with partner organisations as required.</p> <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 council view 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>

Factor	Relevant Job Information
	<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> <p>Plan and undertake external visits to support service delivery.</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>Office based, but may involve some travelling to other council buildings.</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 seven 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>
Skill profile	To be demonstrating level 2 “advanced” across the skill area of communication & customer service.
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>	Senior Urban Design Officer	
<b>Role profile family:</b>	Reg and Tech	
<b>Role profile number and grade:</b>	RT12-0889	Grade L
<b>Number of posts:</b>	2	
<b>Service/Team:</b>	Conservation & Design	
<b>Reports to:</b>	Planning Manager (Conservation & Design)	

### 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

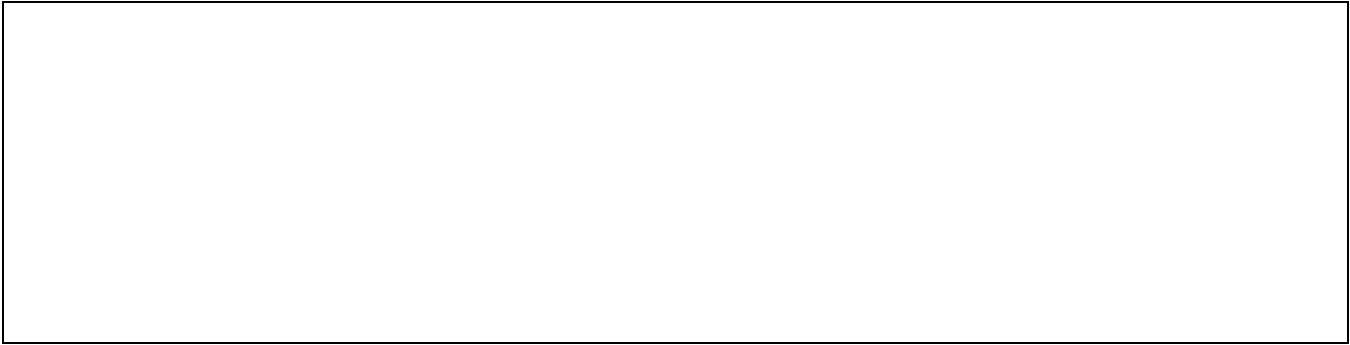
### Service / function Context

The overall responsibilities of the service/function are:

The Planning Service is responsible for the delivery of future growth of Wiltshire. It's both statutory and regulatory and is responsible for delivering housing and employment as set out in the adopted Local Plan.

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.



## Job Purpose

As a Senior Urban Design Officer, you will provide advice and strategic direction as the council's expert within the specialist area of urban design.

You will play a key role in the Development Management service, with a significant level of responsibility for technical issues. dealing with and advising on a wide range of planning applications, development plan documents and major projects, seeing them through from pre-application stage through to construction.

You will work closely with other council teams, particularly across the Environment and Planning services and with external partners. The level of work involved will require postholders to exercise judgement in balancing conflicting considerations, particularly where proposals conflict with development plan policies or best practice.

As a senior officer you will mentor and support new entrants to the team and less experienced staff, as well as monitor the work loads of less senior members of the team to ensure consistency, accuracy and quality, and provide support and advice where necessary. This supervision can extend to contributing to staff appraisals as part of the council's staff development.

Senior Urban Design Officers are required to provide professional, authoritative advice on specialist matters to Members, Council Officers, other professionals and members of the public in order to ensure that the demands and priorities of the service are met. They are required to advise on all levels of planning applications, development plan documents and major projects.

Specific responsibilities are:

- To critically review all aspects of major development design schemes including character and local context, movement and public realm, and individual buildings, plots and amenity spaces and to clearly advise case officers, agents, and applicants' teams on aspects of design on major and complex planning applications or projects which are either inappropriate or deficient, providing clear justification through reference to design related policies and guidance and legislation.
- To negotiate with developers, applicants, agents and consultants to raise design quality and reduce environmental impacts of major development schemes.
- Provide clear direction to design teams as to how major or complex development schemes may reasonably be improved to overcome design-related issues and raise the quality of the built environment, using examples of good/best practice where relevant.

- To project manage the production of design statements and development briefs for council led regeneration projects including procurement of specialist studies and coordination of multidisciplinary teams including council officers, partners, key stakeholders and consultants.
- To lead on provision of expert input to and review of statutory development plan documents to set a strategic framework for delivering sustainable development.
- To monitor the day-to-day workload of Design Officers, review the quality of their work, and provide support on difficult or controversial planning applications and neighbourhood plans.
- To lead on planning guidance, strategies, and development briefs to improve the quality of development in a pro-active manner.
- To work closely with colleagues across the council with the goal of integrating good design principles into the work and functions of the council.
- To ensure that the design and management of the council's estate, particularly public realm, enhances its quality and value for Wiltshire's environment and its communities.
- To act as a key advisor on the masterplanning and delivery of council-led regeneration projects and strategic allocations as part of a multi-disciplinary team.
- To represent the council at planning appeals including acting as expert witnesses at public inquiries.
- To design and co-ordinate delivery of specialist training and support across the council where a requirement has been identified.
- To lead on the development, monitoring, review and delivery of objectives and actions in the Team Plan and Service Level Plan, as directed by the Manager.
- To co-ordinate regular reviews and updates of relevant areas of the council's website to help clearly communicate relevant information, advice and guidelines to our customers.
- To lead on procurement of specialist studies and assessments including budget management, and coordinate consultant teams.
- To deal with complaints and queries where they relate to the relevant area of specialism, as directed by the Planning Manager.
- To represent the council externally through partnerships, forums, panels and committees on specialist, strategic, and cross-boundary issues.
- To keep up to date with latest policy, techniques and tools with relevant area of specialism, ensuring that the Team Leader is made aware of emerging issues with the area of specialism and potential pressures upon service delivery.
- To work closely with customers to gather feedback in order to understand demands and develop ways to improve the service of the team.
- To lead by example in delivering exceptional customer service. Fostering positive relationships with a range of 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

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

**Essential**

- Recognised urban design qualification (Degree Level) and/or post-graduate urban design qualification , and eligible for Membership of RIBA or a recognised Practitioner in Urban Design (UDG)ITQ 2 or equivalent skill – including significant experience of utilising Microsoft products and the use of databases and Geographical Information Systems.
- Expert knowledge and understanding of relevant national planning policy and guidance on urban design issues, and demonstrable experience of applying these to development proposals.
- Demonstrable post-qualification experience working as an Urban Designer within the public or private sector, including experience of representing an organisation at planning Inquiry, and the preparation and interpretation of appeal statements.
- Excellent hand drawing skills or expertise in a computer aided design package such as CAD, Vectorworks or Adobe Illustrator.
- Considerable demonstrable experience of carrying out site constraints analysis and masterplanning, and the preparation or review of professional plans for major development schemes.
- Strong negotiation skills - the ability to undertake complex negotiations with developers to secure the best development design possible.
- Self motivated - able to identify and understand issues at an early stage, and work proactively with colleagues and customers to develop and agree innovative solutions.
- Organisational, project and time management skills – able to clearly manage own workload by balancing competing priorities and provide clear direction to others by setting defined project related tasks and deadlines.
- Communications skills – ability to confidently and effectively communicate specialist / technical issues to a wide range of stakeholders and confidently lead discussions/negotiations on contentious issues/projects.
- Interpersonal skills – confidence to seek out and engage in positive dialogue with others on challenging issues, including complaints, in order to pursue a resolution.
- Presentational skills – ability to clearly present technical issues to non-technical audiences using a variety of methods and styles to suit the situation.
- Competent in the use of IT with ability to use Microsoft Office for preparing reports, managing communication, project management and presentations.
- Leadership skills - ability to supervise and mentor less experienced staff member.
- Ability to work confidently and professionally in a political environment and to respond appropriately to politically sensitive / confidential matters with minimal guidance.

**Desirable**

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**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 Urban Design Officer (RT12-0889)
- Urban Designer (RT10-0892)



## Supporting information

<b>Driving classification</b>	
<p><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.</p>	<input type="checkbox"/>
<p><b>Regular Driver</b> 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><b>Required Driver</b> 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>	

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

<b>Political restriction</b>

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"/>

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

<b>Clearances – Disclosure &amp; Barring Service (DBS)</b>	
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"/>

<b>Clearances – Baseline Personnel Security Standard (BPSS)</b>	
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"/>

<b>Clearances – Non-Police Personnel Vetting (NPPV)</b>	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check.	<input type="checkbox"/>
This role is not subject to a NPPV check.	<input checked="" type="checkbox"/>

<b>Safeguarding</b>
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<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"/>