

Role Title	Planning Officer
Job Family	
Competency Level	All Colleagues
Pay Range / Scale	SO1 – PO3 (Career Grade)
Purpose To deliver an expert professional service within Development Management for the provision of pre application advice and the processing of applications from submission to determination. To support senior officers in the delivery of town planning services including providing a customer focused service which maximises service outcomes in relation to cost.	

Graduate Planner SO1/SO2 (Career Grade)	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
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 line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Graduate Planner SO1/SO2 (Career Grade) - Job Specific Accountabilities:	
Job Specific Accountabilities:	End Results/ Outcomes
Assessment of applications in accordance with government and corporate standards as well as the Council's Planning Policy framework.	A range of applications including (but not limited to) Lawful Development Certificates, Household Prior Approvals, Householder applications, Advertising Consent, Approval of Details processed in line with statutory and corporate targets and timeframes. Recommendations for applications produced which comply with the relevant legislation, the Councils Planning Policy framework as well as other material considerations. Reports and recommendations for presentation to Planning Committee drafted in line with the Councils Planning Policy framework as well as other material considerations. Records of applications and pre-application managed and stored appropriately electronically and on the Council's website in line with the Council's IT and document management systems.
Provision of duty planner and pre-	Provision of appropriate guidance and advice to

application advice in line with government and corporate standards as well as the Council's planning policy framework.	customers as part of the Duty Planner and Pre-application services. Advice produced in a timely fashion with recommendations in line with the Council's Planning Policy framework as well as other material considerations.
Provision of a customer centred service	Queries, complaints and FOI's are answered in line with corporate standards Officers provide appropriate and proportionate feedback to applicants, agents, resident and other stakeholders both positively and proactively in line with government guidance as well as in response to queries submitted directly.
To investigate enforcement complaints, carry out site visits as required, make recommendations for appropriate course of action, having regard to the Council's Enforcement Policy, planning policy and legislation."	Enforcement cases investigated in accordance with agreed priorities and timescales and appropriate action taken
In conjunction with senior officers, monitoring national policy, legal and statutory changes to the planning process.	Officers have up to date and detailed knowledge of the legal and statutory requirements which form the basis of the planning system as well as proposed Government changes.

Planner /Senior Planner PO1/PO2 (Career Grade)	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers.

	Benchmark against best practice authorities and centres of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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 line manager.	Work is carried out in a way that is safe and without risks to health.
Planner PO1/PO2 (Career Grade) - Job Specific Accountabilities:	
Job Specific Accountabilities:	End Results/ Outcomes
Assessment of applications in accordance with government and corporate standards as well as the Council's Planning Policy framework.	A range of applications including (but not limited to) complex minors and small major applications processed in line with statutory and corporate targets Recommendations for applications produced which comply with the relevant legislation, the Councils Planning Policy framework as well as other material considerations. Reports and recommendations for presentation to Planning Committee drafted in line with the Councils Planning Policy framework as well as other material considerations. Records of applications and pre-application managed

	and stored appropriately electronically and on the Council's website in line with the Council's IT and document management systems.
Provision of duty planner and pre-application advice in line with government and corporate standards as well as the Council's planning policy framework.	Provision of comprehensive, detailed and appropriate guidance and advice to customers as part of the Duty Planner and Pre-Application services dealing with complex minor cases and small majors. Advice produced in a timely fashion with recommendations in line with the Council's Planning Policy framework as well as other material considerations.
Provision of a customer centred service	Queries, complaints and FOI's are answered in line with corporate standards Officers provide appropriate and proportionate feedback to applicants, agents, resident and other stakeholders both positively and proactively in line with government guidance as well as in response to queries submitted directly. Officers have comprehensive, up to date and detailed knowledge of the legal and statutory requirements which form the basis of the planning system as well as proposed Government changes.
In conjunction with senior officers, monitoring national policy, legal and statutory changes to the planning process.	Officers have up to date and detailed knowledge of the legal and statutory requirements which form the basis of the planning system as well as proposed Government changes.
To investigate enforcement complaints, carry out site visits as required, make recommendations for appropriate course of action, having regard to the Council's Enforcement Policy, planning policy and legislation."	Enforcement cases investigated in accordance with agreed priorities and timescales and appropriate action taken
Mentoring of Graduate/Junior (SO1 and SO2) town planners	Day to day mentoring, oversight and technical knowledge provided to named officers within the appropriate team.

Planner /Senior Planner PO3 (Career Grade)	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers.

	Benchmark against best practice authorities and centres of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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 line manager.	Work is carried out in a way that is safe and without risks to health.
Planner PO3 (Career Grade) - Job Specific Accountabilities:	
Job Specific Accountabilities:	End Results/ Outcomes
Assessment of applications in accordance with government and corporate standards as well as the Council's Planning Policy framework.	A range of applications including (but not limited to) complex majors and strategic applications processed in line with statutory and corporate targets Recommendations for applications produced which comply with the relevant legislation, the Councils Planning Policy framework as well as other material considerations. Reports and recommendations for presentation to Planning Committee drafted in line with the Councils Planning Policy framework as well as other material considerations.

	Appropriate professional advice provided at formal meetings include committees and subcommittees, members, chief officers, steering groups Records of applications and pre-application managed and stored appropriately electronically and on the Council's website in line with the Council's IT and document management systems.
Provision of duty planner and pre-application advice in line with government and corporate standards as well as the Council's planning policy framework.	Provision of comprehensive, detailed and appropriate guidance and advice to customers as part of the Duty Planner and Pre-Application services dealing with majors and strategic cases. Advice produced in a timely fashion with recommendations in line with the Councils Planning Policy framework as well as other material considerations.
Provision of a customer centred service	Queries, complaints and FOI's are answered in line with corporate standards Officers provide appropriate and proportionate feedback to applicants, agents, resident and other stakeholders both positively and proactively in line with government guidance as well as in response to queries submitted directly. Officers have comprehensive, detailed, in depth and up to date knowledge of the legal and statutory requirements which form the basis of the planning system to ensure customers receive the correct advice
In conjunction with senior officers, monitoring and disseminating to the wider service national policy, legal and statutory changes to the planning process.	Officers have up to date and detailed knowledge of the legal and statutory requirements which form the basis of the planning system as well as proposed Government changes.
To investigate enforcement complaints, carry out site visits as required, make recommendations for appropriate course of action, having regard to the Council's Enforcement Policy, planning policy and legislation."	Enforcement cases investigated in accordance with agreed priorities and timescales and appropriate action taken
Mentoring of Graduate/Junior (SO1 and SO2) and Town planners (PO1)	Day to day mentoring, oversight and technical knowledge provided to named officers within the appropriate tea.

Nature of Contacts
All Deal with internal and external customers Deal with people at all levels confidently, sensitively and diplomatically. Build and sustain effective relationships with all internal and external stakeholders. Manage relationships with key stakeholders. Support the presenting officer at Planning Committee Support senior officers attending and advising at meetings of the Cabinet, committees and subcommittees on behalf of the council. Graduate/Junior Town Planner Negotiate on household and simple minor applications on behalf of the council with applicants or agents with support from senior officers. Support senior offices at Planning Committee Town Planner Negotiate on complex minor and small major applications on behalf of the council with applicants or agents with support from senior officers. Support senior officers attending and advising at meetings of the Cabinet, committees and subcommittees on behalf of the council. Support senior offices at Planning Committee Support senior officers in presenting the council's policies and decisions to communities and community leaders and representatives. Senior Town Planner Negotiate on complex major and strategic applications on behalf of the council with applicants with support from senior officers. Support senior officers attending and advising at meetings of the Cabinet, committees and subcommittees on behalf of the council. Support senior officers in presenting the council's policies and decisions to communities and community leaders and representatives. Liaise and negotiate on behalf of the council (in conjunction with senior officers) with senior representatives of the Greater London Authority, Transport for London, central government and other major partner organisations on matters relating to planning policies and regional strategies Liaise on behalf of the council with major land owners and developers Present cases for determination at Planning Committee Delegate for the Team Leader when unavailable

Procedural Context

All

Flexibility, a positive attitude and ability to adapt to changes due to service needs.

Occasionally the post will be expected to work from other locations

Occasionally the post will be expected to attend work outside normal working hours, including attendance at evening meetings.

Other reasonable duties as required by Head of Development Management, Planning Managers and Team Leaders as required.

Graduate/Junior Town Planner

Manage a caseload of household and simple minor and other applications. Take responsibility for meeting government and corporate performance standards as applies to their caseload.

Work to detailed procedures and be able to deal with simple day-to-day problems at the appropriate level without referring to others.

Make recommendations and provide planning advice for householder and simple minor and other applications based on Council and legislative policies and procedures

Work to senior officer/Team Leader direction, within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice to ensure performance standards are met within a framework of policy and legislation.

Deal with people confidently, sensitively and diplomatically.

Town Planner (in addition to above)

Manage a caseload of complex minor and simple major applications.

Assess, manage and/or make recommendations for dealing with difficult problems without always referring to senior officers.

Senior Town Planner (in addition to above)

Manage a caseload of complex major and strategic applications.

Assess, manage and/or make recommendations for dealing with complex problems without referring to senior officers.

Use initiative to develop solutions through reference to precedent and original thinking, within policy. Contribute to the development and delivery of improvements in processes and procedures within the Development Management Service. Support the Team Leader and Planning Manager with delivering the service plan for the relevant team. Contribute to long term planning. Support initiatives, projects and improvement programmes within service area. Work with senior managers to assist in the development of the service to take account of changing customer and regulatory requirements.
Key Facts and Figures All Reports to Planning Manager for relevant area with day to day support and guidance provided by Team Leader of relevant area. Expected to occasionally attend work outside normal working hours, including attendance at evening meetings. Senior Town planner Deputises for Team leader when unavailable
Resourcing
Budget Responsibilities: Graduate/Junior Town Planner: None Town Planner: None Senior Town planner: None
Reports to: All: Planning Manager (PO9) with day to day guidance and support provided by the Team leader (PO5)
Supervisory Responsibilities: Graduate/Junior Town Planner: None Town Planner: Mentoring of graduate/junior town planners Senior Town planner: Mentoring of graduate/junior and town planners
Knowledge, Skills and Experience
Graduate/Junior Town Planner (SO1/SO2) <i>Knowledge</i> A basic understanding of town planning and the role of development management A basic understanding of how services are provided in a Local Government context and political awareness about the issues facing local government A basic understanding of town planning and urban regeneration issues in a major city context and how development management can contribute to this A basic understanding of the legal and regulatory framework for Town Planning An understanding of the importance of customer satisfaction with a strong customer focused

attitude.

Skills and Experience

Experience of working in town planning or a related field

Ability to deliver a strong customer focused service putting the customer at the centre of the Development Management service

Town Planner (PO1/PO2) (in addition to the above)

Knowledge

An in depth understanding of town planning, urban regeneration issues in a major city context and the role development management contributes to placemaking

An in depth understanding of how services are provided in a Local Government context and political awareness and the issues facing local government

Skills and Experience

Experience of town planning in a major city context including experience as case officer on complex application sites

Experience of working on complex minor and small major applications as lead officer

Experience of preparation of reports to committee and/or senior council officers and external organisations.

Experience planning and carrying out public consultation exercises.

Experience of negotiating S106, scheme viability (as a town planner), affordable housing and other relevant mitigation negotiations.

Experience of negotiation with developers, stakeholders and statutory consultees

Experience of preparing committee reports for presentation to planning committee and/or senior council officers and external organisations.

Senior Town Planner (PO3) (in addition to the above)

Knowledge

A deep and through understanding of the legal and regulatory framework for Town Planning

An understanding of management concepts, practices and principles gained through experience

An understanding of the issues and financial constraints facing local government and how this impacts on the Development Management service

Skills and Experience

Substantial experience of town planning in a major city context including significant experience as case officer on complex application sites including major or strategic sites

Substantial experience of negotiating S106, assessing and negotiating scheme viability (as a town planner), securing affordable housing and detailed scheme mitigation negotiations.

Substantial experience of negotiation with developers, stakeholders and statutory consultees

Experience of preparing committee reports and presenting cases to planning committee and/or senior council officers and external organisations.

Indicative Qualifications

Graduate/Junior Town Planner (SO1/SO2)

Degree in a relevant subject

Alternatively, working towards a degree in a relevant subject or a relevant professional qualification.

Town Planner (PO1/PO2)

A degree in a relevant subject and/or

Eligibility for membership of the Royal Town Planning Institute

Senior Town Planner (PO3)

A degree in a relevant subject and/or

Eligibility for membership of the Royal Town Planning Institute

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.