



Hart job description and person specification

Job Description

Job title

Assistant Enforcement Officer

Department

Place Directorate

Grade

Grade E (SCP15-SCP21)

Salary

£27,803 to £30,825

Manager

Development Management Team Leader

Job summary

Reporting to a Development Management Team Leader, this role contributes to upholding public confidence in the planning system through effective and proportionate planning enforcement.

The post holder will assist in the delivery of best practice and value for money through high standards of customer service and securing positive outcomes. Planning enforcement involves negotiation and advising customers of planning law to avoid the need for direct or formal enforcement action wherever possible.

This post requires high performance outputs and the achievement of service objectives. This post will make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

Main responsibilities and activities

1. To assist the Planning Manager and Head of Place Services in the day-to-day handling of all aspects of planning enforcement within the Development Management team.
2. To handle a caseload of varied enforcement cases relating to alleged breaches of planning control, advising and negotiating with applicants of issues and solutions within timescales set internally. To investigate breaches of planning control and provide evidence as required such as interviews, site inspections, photographs and measurements.
3. To advise Development Management colleagues on potential breaches of control – consider and recommend appropriate courses of action.
4. To respond to customer enquiries to give advice on enforcement matters. This includes liaison with Parish and Town Councils and Ward Councillors.
5. To advise members of the public and others in response to correspondence on the telephone and at reception on the requirements for planning permission, the content of current planning applications, the planning history of sites, and other associated matters as required.
6. To prepare statements for appeals conducted by written representations as may be required in respect of planning enforcement matters. Undertake all elements of enforcement appeal work including appearing as the Council's expert witness.
7. To advise developers and other prospective applicants of Development Plan and other Council Policies through the pre-application process to advise on acceptability of proposals prior to submission of planning and other related applications including for householder and other applications.
8. To secure compliance with conditions where necessary including negotiation on pre-commencement conditions and matters relating to the discharge of conditions.
9. To liaise with legal and other relevant services to ensure speedy and effective enforcement action. Where necessary, to prepare contravention reports, draft notices and other associated reports.
10. To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
11. To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
12. To liaise with internal and external consultees to obtain specialist advice to be weighed in the determination of pre-applications and applications.
13. To maintain knowledge of relevant legislation, case law and appeals and share information with other team members.

14. To promote a positive working relationship with other Council departments to demonstrate a 'One Council' approach.
15. To provide high levels of customer service both internally and externally. To promote the Hart values by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with effectively and with authority.
16. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification

Job title

Assistant Enforcement Officer

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications		Degree in Planning or equivalent Post Graduate Degree/ Diploma in Planning or equivalent Member of the Royal Town Planning Institute Management qualification or training programme Other relevant specialist qualification	Application form and certificate

Experience and knowledge	Minimum of 1 years' experience in Development Management Planning or enforcement Positive and proactive approach to development management and collaborative enforcement Committed to providing high quality customer service		Application form and interview
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<p>Skills and abilities</p>	<p>Excellent oral and written communication skills</p> <p>Excellent inter-personal skills with the ability to listen, influence, negotiate and / or persuade people and deal effectively with difficult situations</p> <p>Ability to plan and prioritise workload and to ensure that tasks are completed and on time</p> <p>Flexibility and willingness to motivate and support the management of change</p> <p>Ability to research and analyse complex issues and data, and prepare clear and concise notes and reports</p> <p>Good project management skills</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges, and</p>	<p>Experience with DM software such as Uniform</p>	<p>Application form, interview and test</p>
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	problems to achieve an appropriate outcome		
Personal qualities	<p>Ability to work under pressure and manage a heavy workload</p> <p>Ability to work as part of a team and/or alone and use own initiative</p> <p>Political sensitivity & awareness</p> <p>Commitment to continuous professional and personal development, for self and team</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>		Application form and interview
Other working requirements	<p>Full driving license and access to a car for work purposes</p> <p>Ability to attend meetings out of hours when required (such as Planning Committee)</p>		Application form and interview

Signatures:

Job-holder

Manager

