

Role Specification – Planning Officer – Case Services

Service Area	Case Services (Regulatory)
Role Title	<ul style="list-style-type: none"> • Planning Officer
Role Family	<ul style="list-style-type: none"> • Case Services
Location	<ul style="list-style-type: none"> • Oxted/Agile
Operational Reporting Line	<ul style="list-style-type: none"> • Case Services Manager
Functional Reporting Line	<ul style="list-style-type: none"> • Case Services Team Leader
Grade	<ul style="list-style-type: none"> • M1

Service Area Purpose

Case Services provides a professional, efficient and integrated case management service to external customers, working with other service areas as necessary e.g. Locality Services to inform and resolve cases, which could include enforcement issues, site visits and empty properties, and provide support to that Team if required.

The three main themes that Case Services includes are:

- **Regulatory (Including Planning)** – Services that protect the public, the environment, homes and communities
- **Resident Support** – supporting our more vulnerable customers that may need higher levels of support, such as housing and benefits
- **Business and Income** – Services that collect income for the council and support business customers

Specific Responsibilities

- To assist other team members when appropriate in dealing with the processing of planning applications and enquiries, including giving professional advice and technical guidance on planning matters.
- Directly responsible for processing and negotiating a range of planning applications including householder and some minor cases.
- Assisting with preparation of committee reports, attending meetings and presenting.

- Assisting in the preparation of planning appeals, including writing appeal statements and attending Inspector's site visits and informal hearings.
- Liaising with other departments in the Regulatory Services department, including enforcement and providing a joined-up approach to cases.

Person Specification

M1:

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Working towards relevant degree or professional qualification or equivalent expertise within the relevant theme. • Membership of Royal Town Planning Institute • Full driving licence and use of a car 	<ul style="list-style-type: none"> • Degree or equivalent • Evidence of a commitment to continuous professional development

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Professional competence / expertise and experience in the relevant service area, with the ability to apply knowledge across a range of activities in the area. • Experience of making a contribution to the formation of policy/ service development and/or implementation. • Managing conflicting priorities sometimes under pressure. • Experience of working with Councillors within the planning process and an understanding of key corporate issues involved. • Understanding of data protection. • Commitment to and understanding of equality and diversity. 	<ul style="list-style-type: none"> • Working in a matrix environment where cross team and corporate working are essential. • Some experience in contributing to policy/ service development and/or implementation. • Experience of presenting reports to Planning Committee and preparing and giving evidence at planning Hearings and Inquiries.

Key Skills and Knowledge

Essential
<ul style="list-style-type: none"> • Good understanding of UK Policy and Development Management systems and the statutory framework for the determination of planning applications and provision of planning advice. • Good communicator with ability to communicate effectively with a range and variety of audiences, and work well with teams.

- Good influencing skills with ability to provide detailed advice and explain the Council's position on particular issues.
- Ability to assimilate complex as well as difficult/ varied information and to exercise judgement and creative thinking in resolving a range difficult problems and developing solutions.
- Ability to deliver results and performance improvements.
- Ability to deliver high levels of stakeholder and customer service.
- Ability to motivate and act as a champion for change.
- Ability to think innovatively and practically.
- Report writing skills.
- Proficient in MS Office and other databases used across the organisation.