

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Planning Enforcement Officer
Service:	Planning and Economic Development
Team:	Planning Enforcement
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Enforcement Team Leader
Responsible for:	Not Applicable
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • Investigation of breaches of planning control under planning and listed building legislation. • Checking compliance with planning permissions and conditions. • Undertaking appropriate action to secure removal or remedy of breach as soon as reasonably possible. • Determine planning applications as required. 	

Operational

- To investigate and report on breaches of control under planning and listed building legislation and associated regulations.
- To prepare reports for recommendation of enforcement action.
- To prepare reports on enforcement issues for committee meetings and to present such reports at Committee when appropriate.
- To present evidence at Inquiries and in Court in connection with enforcement and other issues as considered appropriate by the Head of Planning and Economic Development and/or Development Manager - Planning.
- To proactively manage and action legal or other proceedings in the public interest where breaches of notices are not resolved.
- To make every effort to progress enforcement action, when authorised, across service boundaries and ensure pressure is maintained to provide for the speedy carrying out of such action.
- Determine planning applications when required
- To ensure the efficient operation of existing information systems and to introduce new systems including computer held information and data, when appropriate, to ensure the effective and efficient operation of the Council's enforcement function.
- To carry out such other duties as may be required by your Service Head, appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act 2010, any reasonable adjustments will be made to overcome any factor that puts a disabled employee or applicant at a disadvantage.

Customer Service

- Delivery of excellent service to all customers in line with published service standards, ensuring that the customer received a prompt and complete response to their enquiries and ensuring that a record of actions is logged.
- Treat all customers with dignity and respect whilst at work in accordance with the Council's policies, guidance and protocols.
- Ensure that the principle of confidentiality and the requirements of the Data Protection Act are fully applied and maintained at all times.
- Actively promote the Council's Equality and Diversity policy in all aspects of duties.

Team Working & Communication

- To liaise with other officers in other Council Services, the Police, the County Council, Parish and Town Councils and other bodies, stakeholders, members of the public, Councillors and others to ensure the efficient and effective operation of the Council's enforcement function.
- Provide advice and support to colleagues in the Enforcement Team, Planning and Economic Development Service and across the Council.

Training and Development

- Undertake training and development opportunities as required to ensure that knowledge and skills are in place to meet objectives and to enable achievement of potential

Service Development & Improvement

- Contribute to service development and improvement planning, suggesting changes and ideas with your Line Manager for improved service delivery.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

- **Health and Safety**

Comply with all Health and Safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- Annual workload of the Enforcement Team is:
- Approximately 800 queries
- 250 open cases
- Each officer managing between 50 to 70 cases currently outstanding.
- Approximately 20 Planning Contravention Notices issued
- Approximately 15 Enforcement Notices served

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Investigating breaches of planning control and deciding, in consultation with the Enforcement Team Leader, whether enforcement action should be taken against unauthorised development in accordance with the Council's Scheme of Delegation.
- Preparing recommendations on planning applications in consultation with the Area Team Leader or Principal Planning Officer.
- Dealing with vulnerable, difficult and demanding stakeholders

PLANNING/ORGANISING/CONTROLLING

- Actioning workloads within specified timescales
- Keeping all stakeholders updated in respect of actions taken for workloads
- Preparing and issuing of notices where necessary
- Providing information in relation to complaints, freedom of information requests or Councillor enquiries

CUSTOMERS AND CONTACTS

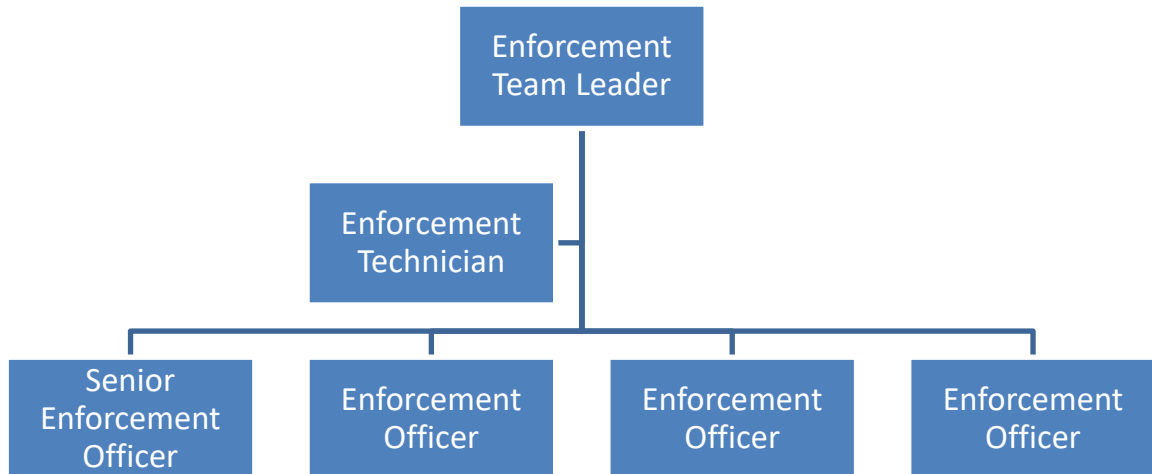
INTERNAL

- All service staff and other services of the Council and Members of the Council.

EXTERNAL

- Applicants and agents, consultees, Parish/Town Councils, Residents, Amenity societies, Planning Inspectorate, County Council Offices including Highway Officers, Drainage Authorities, Environment Agency, Police, Social Services.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form to be shortlisted for this role.

PERSON SPECIFICATION				
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE	Knowledge and understanding of the Planning System and procedures.	A/I	Relevant degree in the built environment (planning, geography, architecture, conservation etc) or equivalent experience	A/C
	Full and valid driving license	A/C		
KNOWLEDGE / TECHNICAL SKILLS	Knowledge of the planning system and legislation.	A/I/E	Experience of working in a planning environment	A/I
	Ability to read plans and drawings.	E/I		
	Competent in use of IT (including word processing, spreadsheets, email and internet) including the ability to keep files and systems regularly and accurately updated.	A/I	Knowledge of Safeguarding	A/I
	Excellent attention to detail.	A/E		
COMMUNICATION	Ability to explain planning legislation in lay-man's terms	A/I	Experience of working with public	A/I
	Good written and oral communication skills	A/I		
	Effective negotiator	I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		

	Commitment to customer care. Accurate spoken and written English is essential for the post.	A/I		
TEAM WORKING	Ability to work as an individual and within a team structure.	I		
MANAGING SELF AND OTHERS	Ability to multi-task and manage time effectively.	I	Project management skills	A/I
	Ability to work calmly under pressure.	I		
	Able to deal with conflict positively.	I		
CAN DO APPROACH / ACHIEVING RESULTS	Determination and drive to see projects through to a successful conclusion.	I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. Item.	A/I		
	Physical (e.g. climbing ladders).	A/I		
	Availability to attend evening meetings when required.	A/I		
	A full and valid driving licence and own car available for use.	A/I		
	Ability to undertake site visits	A/I		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Planning Enforcement Officer	Post no:	CA41a
Service:	Planning and Economic Development	JE score:	223
Team:	Planning Enforcement	Pay band:	PLN7
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	Head of Planning and Economic Development	DATE:	January 2020
CHECKED IN:	Human Resources	DATE:	January 2022
LAST UPDATED:	Human Resources	DATE:	January 2022