

JOB PROFILE

Job Title:	Planning Compliance Officer (Career Graded)
Service Area:	Development and Conservation
Grade:	Grade 7-10 (Career Graded)
Reporting Manager:	Principal Planning Officer (Conservation & Enforcement)
Direct reports:	None

Job summary:

The provision of a pro-active enforcement service, including monitoring throughout new development and check compliance with planning conditions and obligations, the serving of Notices, coordination and implementation of enforcement action, dealing with appeals and all other functions related to enforcement.

The management and investigation of complaints relating to new and/or unauthorised development and to take appropriate action to resolve identified planning breaches.

Working collaboratively and effectively with colleagues, customers and stakeholders to resolve investigations into alleged breaches planning and other regulatory matters.

Building working relationships to negotiate appropriate solutions in accordance with the associated legislation and regulatory framework, including planning, listed buildings, advertising, hedgerows and protected trees.

The development and maintenance of a computerised records system for the enforcement function, together with the production of reports and statistics as required.

Confident decision-making, engaging with all key stakeholders while maintaining high standards of professionalism and behaviours at all times that reflect the values of the Council and the integrity of the planning enforcement service.

Key responsibilities:

Grade 7 – Level 1

To assist in the maintenance of the enforcement database, which includes the recording of all alleged breaches of planning control, the down loading and storage of digital photographs, recording of file notes and the preparation of statistics to assist in the audit of the service.

To investigate breaches of planning control proactively by monitoring new development and respond to complaints received in accordance with the Council's Planning Enforcement Policy, P.A.C.E. and R.I.P.A.

To collect and present evidence in connection with investigations which will include the taking of statements, sometimes under caution, and the keeping of precise records of observations and photographic evidence.

To implement courses of action to remedy any breaches of planning control, and high hedges where it is considered expedient to do so. This may involve preparation of written reports to Council Committees, Planning Officers and other officers of the Council, the preparation and presentation of evidence for planning appeals and at Court in both civil and criminal proceedings.

To monitor that the requirements of Planning Enforcement Notices and Planning Conditions are being complied with and, where necessary, pursue appropriate action to ensure compliance.

To attend and present evidence at planning appeals and in Court in respect of civil and criminal proceedings.

To arrange for and monitor the display of Statutory Public Notices, on or near sites that are subject of applications or appeals made under the planning and related legislation, together with subsequent checking and removal in accordance with required time scales.

Grade 8 – Level 2

Investigate complaints received and, where appropriate, seek to negotiate speedy resolutions. These to include complex cases relating to listed buildings, conservation areas, high hedges, traveller sites and those of a sensitive nature and/or with a high level of public interests.

Provide a service in accordance with the Council's adopted enforcement policies and procedures.

Where breaches of planning control are identified, investigate the research of such breaches, evaluate alternative options and implement courses of action to remedy them. This may include assisting with the preparation of evidence for inclusion in written appeal statements, presentation of evidence at appeal public inquiries and attendance at Court.

Collection of evidence in connection with complaints and investigations and carrying out of surveillance in accordance with Regulation of Investigatory Powers Act 2000 (RIPA) and undertaking interviews in accordance with the Police and Criminal Evidence Act 1984 (PACE).

Active team member, including sharing knowledge and experience with Compliance Officers to support their development in their role.

Grade 9 – Level 3

Triage reports received and determine which are to be investigated and, where appropriate, seek to negotiate speedy resolutions.

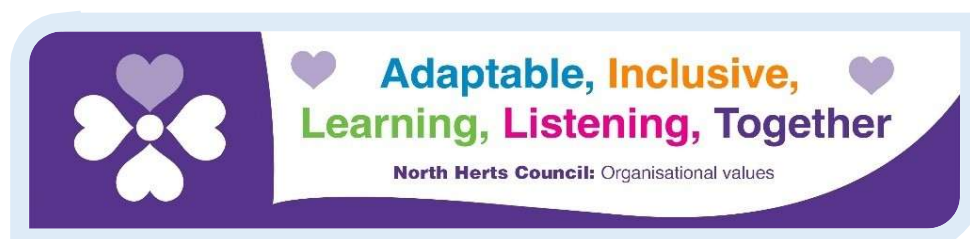
Manage the enforcement team to ensure compliance with relevant planning permissions, conditions, and legal agreements.

Liaise with officers in the Police Service, other agencies and services in the Council, in particular those in Legal Services to ensure effective action is taken in accordance with the Corporate Statement of Enforcement Policy to enable a corporate approach to regulatory control.

Mentor junior colleagues to support their development, including delivering training for the enforcement team and wider planning service.

Grade 10 – Level 4

Lead on the development and maintenance of a computer-based system of enforcement records, which is easily accessible by other officers within the Planning Service. Prepare statistics and provide both management reports and reports to Council Committees on the effectiveness of the service.



Prepare and review enforcement policies and procedures, and actively contribute to the design and delivery of service improvements of the planning enforcement function.

Monitor enforcement action authorised by the Council and report on the steps taken for compliance.

Manage the team to monitor the display of statutory public notices on or near application sites, together with subsequent checking and removal, in accordance with agreed timetables.

Preparation of reports to the Council's Planning Control Committee, and the presentation of reports to Members.

Deputise in the absence of the Principal Planning Officer (Conservation and Enforcement), including case allocation, attendance at meetings, reviewing draft reports proposing escalated action, and drafting relevant formal notices.

Staff management responsibility for Planning Compliance Officers, including 1-1s, training and development, recruitment, appraisals, absence and disciplinary procedure.

Political Restriction

This post is subject to political restriction, which is divided into two categories and relates to the post holder duties, thus;

Specified posts, including 'deputy chief officers' - since the post holder would be required to deputise for Service Directors at relevant committee and sub-committee meetings to make formal reports, and provide additional policy advice, this constitutes a specified post within these criteria.

'Sensitive' posts, which meet one of both of the following duties related criteria:

Giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority of any joint committee on which the authority is represented, or where the authority is operating executive arrangements, to the executive of the authority; to any committee of that executive, or to any member of that executive who is a member of the authority,

Speaking on behalf of the authority on a regular basis to journalists or broadcasters,

The postholder must therefore be aware that in accepting this post, they are required to confirm that they will conform with these political restrictions and that they will be included as conditions of their formal contract of employment with the authority.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/general-responsibilities-for-employees)

		Essential desirable
Qualifications & Experience:	Grade 7 – Level 1	
	Good standard of education including GCSE Maths / English Grade 4 or above	E
	'A' levels or equivalent experience, preferably including in English, Maths, Geography, or related subjects	E
	A planning / planning enforcement qualification or, demonstrable experience in planning enforcement or investigation role within	E



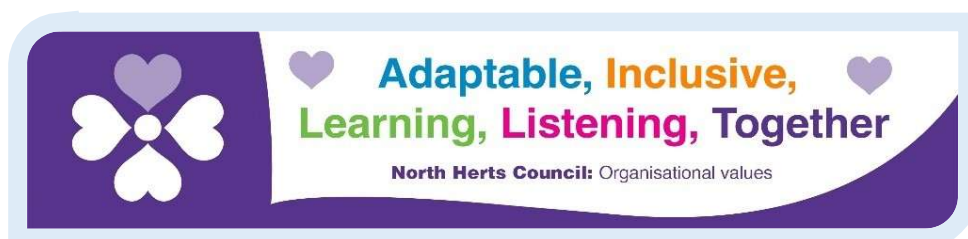
	the public sector. Desire and willingness to study for RTPI planning degree Grade 8 – Level 2 Two years experience as a Planning Enforcement (Compliance) Officer with an interim qualification in planning enforcement recognised by the Royal Town Planning Institute or A degree in a discipline related to Town and Country Planning and at least 2 years experience in development control or A degree or diploma in Town and Country Planning (recognised by the Royal Town Planning Institute) with little or no experience Grade 9 – Level 3 HNC or HND in Planning or equivalent qualification in planning enforcement (recognised by the Royal Town Planning Institute) with at least 2 years experience in planning enforcement or A degree or diploma in Town and Country Planning with at least 2 years experience in development control Grade 10 – Level 4 Eligible for membership of the Royal Town Planning Institute and a minimum of Senior 2 years experience or Membership of the Royal Town Planning Institute and at least 2 years experience in development control and At least 2 years experience of resolving complex planning enforcement matters including listed buildings, green belt, gypsy & traveller, TPOs, and conservation areas At least 2 years experience of delivering initiatives and managing a planning enforcement / compliance team	D E E E
Job related experience & knowledge:	Grade 7 – Level 1 Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programmes Demonstrable knowledge and understanding of the planning system and related legislation Demonstrable knowledge and understanding of planning enforcement Demonstrable experience of using information technology Experience in the preparation of reports Experience of working in planning or planning enforcement	E D D E E D



	Use of planning document management and mapping system software	D
	Willing to appear as a witness in court and public inquiries	E
	Grade 8 – Level 2 Significant knowledge of Town and Country Planning and associated legislation, including experience of resolving complex cases relating to listed buildings, conservation areas, high hedges, traveller sites and those of a sensitive nature and/or with a high level of public interest.	E
	Carrying out of surveillance in accordance with Regulation of Investigatory Powers Act 2000 (RIPA) and undertaking interviews in accordance with the Police and Criminal Evidence Act 1984 (PACE).	D
	Dealing with the public often in confrontational situations.	E
	Preparing legal documentation recommending formal action for relevant cases.	E
	Managing cases at appeals in all procedure types	D
	Grade 9 – Level 3 Managing a team including reviewing complaints to set up new cases, and case allocation.	E
	Working collaboratively with a wide range of stakeholders including police, Councillors, community groups, and Legal Services	E
	Mentoring and supporting junior colleagues with casework and directions for appropriate actions required to resolve breaches.	D
	Deploying a wide range of planning enforcement tools to ensure that breaches can be resolved swiftly to maintain the integrity of the planning regulations.	E
	Grade 10 – Level 4 Interpreting and applying legislation, keeping up-to-date with reforms and reviewing procedures.	E
	Drafting policies and procedures proposing service improvements.	E
	Managing a team of staff in areas including undertaking 1-1s, training and development, recruitment, appraisals, absence and disciplinary procedures.	E
	Developing and delivering projects, bringing them to speed and effective solutions	D
Skills & attributes required for the role:	Grade 7 – Level 1 Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.	E
	Experience of prioritising own workload on a daily and weekly	E



basis and able to work to strict deadlines	
Experience of working on own initiative without reference to others.	E
Demonstrable experience of negotiation and customer contact	E
Excellent interpersonal skills and ability to remain calm in pressure situations.	E
Good oral, negotiating and written communication skills with experience of writing reports.	E
Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.	E
Ability to read architectural drawings and other plans/maps	D
Organising and maintaining filing systems	E
Grade 8 – Level 2	
Confident in conversing in fluent English to communicate with customers and stakeholders in-person, phone and virtual meetings	E
Ability to remain calm, confident and polite in difficult circumstances and to communicate effectively and act assertively without aggression.	E
Ability to manage the diverse workload of an enforcement team and reconcile often competing priorities.	E
Ability to present reports to senior officers and Members of the Council	D
Grade 9 – Level 3	
Ability to respond quickly and effectively under stress.	E
Working on own initiative, primarily without reference to others.	E
Good oral, negotiating and written communication skills and writing persuasive reports.	E
Grade 10 – Level 4	
Ability to manage team priorities and cases to ensure that the most urgent cases are prioritized, while ensuring that cases with minor breaches are not neglected.	E
High quality report-writing with clear structure, addressing key points concisely with all relevant details.	E
Ability to present reports to senior officers and Members of the Council.	E
Responding to complaints in writing and verbally in accordance with the Council's vision of Customer First.	D
Ability to monitor performance and implement measures to achieve continuous improvement in line with performance targets	D



Other:	Grades 7-10	
	Experience of working as part of a team.	E
	Clean driving license and use of vehicle in order to undertake the duties of the post	E
	Ability to work outside of office hours.	E
	Ability to attend site and meetings outside of office hours.	E

Signed.....

Date.....

