



**Manchester City Council
Role Profile**

Planning Compliance Officer (Level 2), Grade 7
Planning, Building Control and Licensing
Growth and Development Directorate
Reports to: Development Compliance Manager
Job Family: Compliance and Regulation

Key Role Descriptors:

The role holder will contribute to the delivery of a high-quality service through the provision of detailed technical regulatory knowledge including interpretation, translation and enforcement of all relevant legislation.

The role holder will develop and administer thorough investigative procedures and regulatory protocols ensuring that the health, safety and well-being of people is prioritised and safeguarded.

The role holder will be responsible for the evaluation and quality control of the function and will drive continuous improvement in service delivery.

Key Role Accountabilities:

Provide sound advice and guidance to stakeholders with regards to enforcing standards and regulating community activity, using a wide range of compliance and regulation knowledge to realise sustainable solutions.

Lead on the delivery of Manchester City Council's statutory enforcement obligations and where necessary liaise with other Council departments or relevant bodies.

Ensure that all requests are dealt with within designated timescales and quality standards and that activity is proportionate, effective, has impact, long lasting and delivered to a high standard.

Ensure the provision of high level and often complex support to internal and external customers and stakeholders, upholding excellent standards of customer service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism.

Take full responsibility for the quality of data ensuring the recording of information is timely, accurate and complete.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Planning, Building Control and Licensing Service is pivotal to the delivery of key objectives for the Council. The Planning Compliance Team is responsible for the investigation of cases and any consequential action required under the Planning and related legislation, carrying out duties in accordance with the legislative framework and the aims, objectives and values of the City Council.

Through the various legislative regimes, the service finds innovative ways to assist and contribute to the Council aims and objectives; ensuring processes are robust to withstand challenge.

This post will play a key role in delivering the planning compliance function within the service.

It will involve supporting a highly specialist development management team, delivering a high performing statutory service. This includes using the relevant legislation to creatively bring forward the Council's objectives for growth and working with other service areas and across the directorate to ensure there is a high level coordinated and holistic approach to how the service operates. This will ensure the teams remain focussed on delivering quality and performing to the highest of standards.

This role will undertake the investigation of allocated caseload and pursue any action required under the Planning and related legislation. This will include preparing, carrying out and maintaining procedures for the monitoring of developments which have been granted approval, to ensure compliance with conditions and approved plans and to initiate formal action where appropriate.

Undertake effective enforcement action, including cooperation and coordination with other regulatory agencies. This will include fostering constructive working relationships in order to deliver key outcomes.

Negotiating and influencing developers, landowners and their representatives to secure compliance with the relevant planning legislation.

Represent the service at Council Committees, and other working groups and appear as a witness at public inquiries, hearings, tribunals and Court hearings or similar legal proceedings.

The assistance of senior members of the team with the management of project related work and the supervision and support of other team members, and other officers across the Planning Service on technical, legal and procedural matters, and where appropriate carry out the necessary training.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
- **People Management:** Ability to lead, manage and motivate staff to high levels of performance to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.

Technical Requirements (Role Specific)

- Possession of a recognised town planning qualification or relevant training and significant experience of working in a Development Management or Planning Enforcement.
- Possession of a valid driving licence and access to a vehicle.