

**Manchester City Council
Role Profile**

**Planning Compliance Officer, Grade 6
Planning, Building Control and Licensing Service,
Growth and Development Directorate
Reports to: Planning Compliance Manager
Job Family: Compliance and Regulation**

Key Role Descriptors:

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high quality service.

The role holder will be involved in enforcing standards and/or regulating community activity.

The role holder will have an understanding of the impact of statutory regulations, legislation and national guidelines on core regulatory activities.

The role holder will be responsible for advising the public and external stakeholders on compliance and regulatory processes.

Key Role Accountabilities:

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

Deal effectively with requests within designated timescales and maintaining accurate records of all relevant investigations, inspections and meetings.

Provide technical and legislative advice in interpretation and enforcement of relevant legislation to officers across the Organisation. Assist in the review and translation of statutory regulations, legislation and national guidelines.

Work closely with key stakeholders to develop and maintain effective partnerships, linkages and greater coordinated working ensuring effective community and member engagement and clear channels of communication

Ensure that complex information is interpreted to a high standard and potential solutions are communicated to relevant parties

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 roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. 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.

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:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Administrative Skills:** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Technical Requirements (Role Specific)

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