

# Job Description and Person Specification

Role: Senior Planning Enforcement Officer



# Job Description

<b>Job Title</b>	Senior Planning Enforcement Officer
<b>Grade</b>	6
<b>Service</b>	Streetscene and Regulatory Services
<b>Reports to</b>	Planning Enforcement Manager
<b>Location</b>	City Centre – One Friargate
<b>Job Evaluation Code</b>	C6068D



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

Under the general direction of Planning Enforcement Manager:

1. Deliver a high-quality Planning Enforcement service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
2. To enforce all relevant legislation administered by the section.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Investigate planning enforcement complaints, identifying appropriate courses of action ensuring all relevant legislation is considered and followed including:
  - a. Gathering evidence for prosecution / legal action in accordance with the section's enforcement policy and procedures including interviewing offenders, obtaining witness statements and making all necessary enquiries
  - b. Preparing, serving and enforcing site specific enforcement notices and associated correspondence.
  - c. Preparing prosecution papers / reports, attending briefings and committees as and when required and giving evidence in court.
  - d. Compulsory purchase orders and Enforced sales.
  - e. Interview and negotiate with all interested parties, as required to achieve cessation of contraventions without recourse to legal action.
  - f. Update Senior Managers and Elected Members in respect of potential or actual contraventions as required.
  - g. Manage ongoing caseload effectively, by resolving and closing cases quickly and efficiently.
2. Mentor and support Planning Enforcement Officers to assist in the performance of specific tasks and to advise / assist other members of staff where appropriate, or where the post holder has specialist expertise.
3. Interpret technical / legal information, plans and legislation and make an assessment to progress each enquiry based upon the information and evidence received, and where appropriate, be responsible for the determination of cases.
4. Investigate an extensive range of infringements of planning legislation, including joint inspections with other agencies / departments taking appropriate enforcement action including preparing written reports and briefing notes on findings for Senior Officers and Elected Members, liaising with Legal Services, and attend Court as required to give evidence and report back on the outcome.

5. Organise and carry out Works in Default including drafting schedules, obtaining quotes, liaising with external contactors, site supervision, arrangement of land charges, and support the Planning Team Leader with the monitoring of payments.
6. Prepare statements of evidence and correspondence to be submitted to Legal Services, and attend court as required to give evidence and report back on the outcome.
7. Interview alleged offenders and witnesses under PACE as required.
8. Provide first line contact offering appropriate advice & support for members of public & businesses including outside agencies, elected members, senior officers and other council departments. Make telephone enquiries or speak in person to provide professional & legally correct advice and information.
9. Responsible for organising a balanced programme of work, prioritise workload to enable effective service delivery and ensure response times are met.
10. Keep up to date with planning legislation changes and update planning enforcement team on technical knowledge.
11. Be proficient in the use of IT systems to ensure appropriate records and files are updated and maintained.
12. Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
13. Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
14. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> Local residents, Parish Councils, Planning agents and consultants, Statutory and non-statutory consultees,	<b>Internal</b> Elected Members, Planning Colleagues (Development Management and Policy and Environment), Building Control, Housing and Licensing, Highways, Street Enforcement, Flood Risk and Drainage, Legal, other internal colleagues.
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

<b>Staff managed by postholder:</b>  Mentoring Planning Enforcement Officers
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## Person specification

<b>Job Evaluation Code</b>	C6068D
<b>Knowledge</b>	
Knowledge and understanding of Planning Enforcement and Planning Legislation with emphasis on planning enforcement and any associated regulations and policy relevant to the service.	
Knowledge and understanding of investigative techniques and reporting procedures.	
Knowledge and understanding of the Police & Criminal Evidence Act 1984 (PACE) as it relates to the collection of new evidence.	
Knowledge of customer care and the principles of equal opportunities in providing a Planning Enforcement function.	
Basic understanding of development management procedures	
<b>Skills and Abilities</b>	
Able to communicate confidently and effectively with a wide range of people at all levels both orally and in writing with people from a range of backgrounds – social, ethnic etc.	
Good investigation, inspection and negotiation skills. Influencing, persuading and negotiating skills with the ability to deal effectively with conflict and aggression.	
Able to effectively manage a demanding workload and deal with conflicting priorities.	
Good listening skills and the ability to relay information to customers clearly and sensitively.	
Investigative and research skills.	
Ability to interpret and implement legislation, understand and work from scale plans and produce detailed schedules of work.	
Be proficient in the use of IT packages.	
Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.	
Able to prepare and present documentation relating to complex subjects in a way that is concise and easily understood.	
Innovative and flexible approach.	
Able to receive and record information accurately and write reports, including prosecution reports, following up complaints, investigations or projects.	
Able to monitor activities and take appropriate enforcement action.	

Accurate and methodical approach to work.
<b>Experience</b>
Experience of enforcing legislation at different levels ranging from informal resolution to prosecution.
Experience of partnership working to achieve joint outcomes
Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
Experience in mentoring staff
Experience of carrying out investigative work in an enforcement environment.
Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
<b>Qualifications</b>
GCSE English and Maths – Grade C and above
Degree in Town Planning or Certificate / Diploma in Planning Enforcement.
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• May be required to work outside office hours</li> <li>• Will be required to travel in the course of duties</li> <li>• Willingness to undertake any necessary formal training</li> <li>• May be required to give formal evidence at Court</li> <li>• Must have a valid driving licence</li> </ul>

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