

Job Description and Person Specification

Role: Planning Enforcement Officer



Job Description

Job Title	Planning Enforcement Officer
Grade	5
Service	Streetscene and Regulatory Services
Reports to	Planning Team Leader - Enforcement
Location	City Centre – One Friargate
Job Evaluation Code	C6069D



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 Team Leader:

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 sections enforcement policy and procedures including interviewing offenders, obtaining witness statements and making all necessary enquiries
 - b. Serving and enforcing all notices
 - c. Preparing prosecution papers / reports, attending briefings and committees as and when required and giving evidence in court
 - d. Compulsory purchase orders
 - 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.
2. Interpret technical / legal information, plans and legislation and make an initial assessment to progress each enquiry based upon the information and evidence received.
3. Support the Senior Officer in the supervision of works in default, including drafting schedules of work, site supervision and monitoring of payments.
4. Organise workload, prioritising tasks as necessary to ensure the needs of the service are met.
5. Be proficient in the use of IT systems to ensure appropriate records and files are updated and maintained.

6. 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.
 7. 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.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Local residents, Parish Councils, Planning agents and consultants, Statutory and non-statutory consultees,	Internal Elected Members, Planning Colleagues (Development Management and Policy and Environment), Building Control, Housing and Licensing, Highways, 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:

Staff managed by postholder: Not applicable.
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Person specification

Job Evaluation Code	C6069D
Knowledge	
Knowledge and understanding of Planning Enforcement and Planning Legislation.	
Knowledge of customer care and the principles of equal opportunities in providing a Planning Enforcement function.	
Skills and Abilities	
Able to communicate effectively at all levels both orally and in writing with people from a range of backgrounds – social, ethnic etc	
Influencing, persuading and negotiating skills and 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 information to customers clearly and sensitively.	
Investigative and research skills	
Ability to interpret and implement legislation, understand and 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.	
Experience	
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	

Qualifications
GCSE English and Maths – Grade C and above
Special Requirements
<ul style="list-style-type: none"> • May be required to work outside office hours • Will be required to travel in the course of duties • Willingness to undertake any necessary formal training • May be required to give formal evidence at Court <p>Must have a valid driving licence</p>

Date Created		Date Reviewed	April 2023
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