

# Job description & person specification

## Job Description

### **Job title**

Development Management & Building Control Contract Manager

### **Service**

Place

### **Grade**

HS1 (£61,482 - £65,431) Would consider a market supplement for the right candidate

### **Responsible to**

Executive Director – Place

### **Responsible for**

Circa 20 members of staff (including 4 direct reports) and Client Manager for the Building Control service

### **Location**

The role offers hybrid and flexible working arrangements with office base at Civic Offices, Fleet

### **Job summary**

As the Development Management & Building Control Contract Manager, you will be a leader, reporting directly to the Executive Director – Place. Your role encompasses all aspects of the Development Management, Heritage, Planning Enforcement, SANG administration and monitoring, Planning Admin, Trees for Planning, Street Naming & Numbering functions and Building Control contract management functions, providing you with a significant level of responsibility.

This position involves leading and developing the team and individuals to ensure high performance and the achievement of service objectives.

The key responsibility is to ensure the delivery of best practices and value for money by establishing effective systems, setting targets, and managing performance to maintain high service delivery standards and achieve positive outcomes.

Furthermore, this role is not just about managing day-to-day operations. It also has a significant impact within the Council through its involvement with the Place Management team and the Council-wide Corporate Management Team, and participation in corporate projects. This provides a unique opportunity for professional growth and development, and the chance to shape the future of the District and the Council as an effective, customer-focused, place-shaping organisation.

**To be responsible for the following functions:**

Development management (including conservation and planning enforcement)

Trees for planning (protected trees, tree preservation orders, CATs etc)

Planning Admin (application registration, validation, decision issuing, appeals)

Section 106 developer contributions (administration, monitoring and spend)

Street naming and numbering

Administration of Council-owned SANG (Suitable Alternative Natural Greenspace)

Client manage:

Building Control

**Dimensions of the role**

1. To lead and manage the functions of the team in accordance with the service plan and key performance indicators.
2. To establish effective systems, targets and performance management that ensure high service delivery standards and positive outcomes.
3. To drive continuous service improvements, challenging existing practice and actively seeking ways of achieving better outcomes and leaner and smarter delivery.
4. To work closely with other services and external partners, agencies and service users to ensure coordinated, efficient and effective service delivery.
5. To demonstrate a commitment to the Council's Corporate Plan, key objectives and values.
6. To be responsible for a service budget of circa £1 million (adjusted as required depending on planned work).
7. The role on the Place Management team supports the Executive Director - Place in leading and managing the Place service.
8. To engage with and contribute to the work of the Council's Corporate Management team in addressing Council-wide management issues.
9. Embrace and expand the Council's digital aspirations to support efficient and effective service delivery through innovation and new ideas.

10. To contribute towards other Council projects and initiatives.
11. To provide high levels of customer service both internally and externally.
12. To promote the HART values by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with effectively and with strong leadership.

### **Main responsibilities & activities**

1. Responsible for the provision of a professional Development Management and contract managed Building Control service by leading and managing the following functions:
  - the effective management of the day-to-day operation of the functions and caseload of the whole team
  - to provide a high level of development management advice to assist Members of the Council, Cabinet and Overview and Scrutiny Committee and the Development Management Committee, and to work particularly closely with the Portfolio Holder
  - to ensure planning applications and other matters are reported to the Development Management Committee in a timely manner, providing advice to the Chairman and the Committee on planning law, procedure and good practice and to be the Lead Planning Officer at Committee.
  - to report Service performance to Planning and Overview & Scrutiny Committees, DM Committee Working Groups and Cabinet/full Council as required.
  - To provide an effective, efficient and responsive Planning Enforcement service in partnership with other sections of the service and the Council, and external partners where necessary. To Authorise serving of enforcement related notices, prosecutions, direct injunctions and other legal proceedings or enforcement activities where required and authorised in the Council's Scheme of Delegation.
  - To determine planning and related applications where delegated by the Executive Director - Place and also exercise such other powers as may be delegated.
  - To assist the Planning Policy & Economic Development Manager in the production, monitoring, and review of the Local Plan, and associated planning policy documents including the Local Development Scheme, Statement of Community Involvement, Annual Monitoring Report, Conservation Area Appraisals, supplementary guidance and evidence base documents

- To ensure that planning obligations are negotiated in the best interests of the Council and wider public and that they comply with the requirements of the relevant legislation
  - Preparing evidence for and attending examinations, public inquiries, informal hearings and court as an expert witness.
  - To respond to complex enquiries and complaints relating to the Service, including Member and MP enquiries.
  - To manage the Street Naming and Numbering function for the Council ensuring it is delivered efficiently and effectively.
  - To be the Client Officer for the Building Control service, liaising with the Building Control Manager to ensure the effective and efficient delivery of the service. Regular updates will be given to the Executive Director - Place and Portfolio Holder.
2. To manage the performance of the Development Management, Heritage, Planning Enforcement and Street Naming & Numbering teams within the framework of the Council's Human Resources strategy and policies including:
    - demonstrate leadership and motivate staff, encouraging teamwork and flexibility
    - maintain a performance culture, empowering staff by effective target setting, quality control, monitoring, communication and employee development through Performance Development Review, training, administration and discipline
    - undertake recruitment and procurement of staff resources.
  3. To produce performance management, financial and monitoring information on all service parts, including monthly budget monitoring and contributions to the annual budget setting process.
  4. To keep current with relevant legislation, policy, guidance and best practices and apply that knowledge in leading and managing the service.
  5. To represent the Council at appropriate external meetings and events, working groups and advisory bodies at local, regional and national levels as may be required by the Executive Director – Place.
  6. To think strategically and creatively, offering solutions to complex planning problems to achieve optimum outcomes.
  7. To deputise for the Executive Director - Place when required.
  8. To undertake such duties reasonably related to the post holders' responsibilities as may be required by the Executive Director - Place from time to time.
  9. To respond to requests for information under the Freedom of Information Act, the Environmental Information Regulations and Subject Access Requests.

10. Provide a high-quality service for our residents, staff, managers, and external partners.
11. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
12. Promote the **HART Values** by:
  - Being **helpful**
  - Being **approachable**
  - Being **responsive**
  - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

## **Standard Clauses**

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

**(For Management Posts)** This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

**This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.**

# Person specification



## Job title

Development Management & Building Control Contract Manager

## The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**,
- Being **Approachable**,
- Being **Responsive**, and
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education & qualifications	Degree in Planning or equivalent  Post Graduate Degree / Diploma in Planning or equivalent  Member of Royal Town Planning Institute  Evidence of personal commitment to continuous professional development (CPD) and improvement	Management qualification or training programme  Other relevant specialist qualification	Application & certificates

Attributes	Essential	Desirable	Evidence
Experience & knowledge	<p>Strong leadership skills</p> <p>Motivation of staff</p> <p>Significant post-qualification experience in planning</p> <p>Evidence of successful strategy development</p> <p>Understanding of financial systems and budgeting</p> <p>Development and application of performance management systems</p> <p>Detailed knowledge of legislation, policy, guidance and best practice relevant to service functions</p> <p>Managerial or other relevant Senior level experience working in a planning related background</p> <p>Committed to providing high quality customer service</p>	<p>Positive approach towards income generation and commercialisation</p> <p>Progression of a digitisation agenda</p>	Application & interview

<p>Skills &amp; abilities</p>	<p>Excellent oral and written communication skills</p> <p>Excellent inter-personal skills with the ability to listen, influence, negotiate and / or persuade people and deal effectively with difficult situations</p> <p>Ability to lead, motivate and inspire the confidence of others</p> <p>Ability to plan and prioritise workload both of self and others within tight but realistic timescales and to ensure that tasks are completed on time</p> <p>Ability to think strategically i.e. to see things in a wider context combined with a pragmatic approach to problem solving and service delivery</p> <p>Flexibility and willingness to motivate and support the management of change</p> <p>Ability to research and analyse complex issues and data, prepare clear and concise notes and reports</p>		<p>Application, test &amp; interview</p>
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Attributes	Essential	Desirable	Evidence
	<p>Good project management skills</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome</p>		

Attributes	Essential	Desirable	Evidence
Personal qualities / aptitude	<p>Innovation and drive</p> <p>Ability to work under pressure and manage a heavy workload</p> <p>Ability to work as part of a team and/or alone as required and use own initiative</p> <p>Political sensitivity and awareness</p> <p>Commitment to professional and personal development, for self and team</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>		Application, test & interview
Other	<p>Ability to carry out inspection of sites regulated by the Council</p> <p>Ability to attend meetings outside of normal office hours</p> <p>Full driving licence and access to a car for work purposes</p>		Application, certificate & interview

**Signatures:**

Job-holder .....

Manager .....