

Regeneration Property and Planning

Development Management Manager

Job Description and Person Specification

January 2020

Job Description

Job Title:	Development Management Manager
Department:	Regeneration, Property and Place
Function:	Planning and Building Control
Team:	Development Management
Post number:	S001530
Grade:	LBR 17
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36/52.14
Base location:	Lynton House, Ilford
Reports to: <i>Job title</i>	Strategic Head of Planning and Building Control
Responsible for: <i>Job titles of direct reports</i>	To lead and manage the Development Management Team of about 13 Professional Officers of 4 x Lead Principal Planning Officers and 9 x Career Grade Officers (Senior, Planning and Graduate Officers).
Role purpose and role dimensions: <i>Overview of the job</i>	<ul style="list-style-type: none"> • The DM Team is a statutory function and an essential part of enabling the delivery of ambitious good growth, including high levels of housing, council housing, employment and improved infrastructure. • To provide high level professional advice relating to all planning matters (legislation and policy) to the Council's Executive and Council Committees. • To provide leadership and management of a professional team to achieve high performance and effective operation delivery, which will include managing resources and staff. • To be the lead advisor at Planning Committee. • To support and develop partnership working, including acting as an effective ambassador and advocate with external organisations and ensuring that there is full and effective engagement of public and stakeholders in the DM process. • To demonstrate a continuous creative and innovative approach towards income generation and be responsible for meeting the Development Management annual income target. This will be through leadership, performance, promotion, marketing, customer feedback and delivery • To be responsible for the Planning Service's income target to achieve financial self-sufficiency. • To ensure effective services, systems, policies and procedures are in place • To ensure the DM Team meet its statutory requirements and performance measures. • To ensure continuous improvements with services, policies, procedures and systems. • To take a lead role in ensuring the innovative and practical development of proposals for planning permission to ensure growth and regeneration in the Borough is delivered in line with the Redbridge London Plan. • To provide timely and relevant advice in relation to planning applications to Council members, relevant Committees, Public Enquiries, public meetings and local people ensuring a high standard of customer service. • To represent/deputise for the Strategic Head of Planning on matters relating to Planning.

Key external contacts: <i>Organisations</i>	Developers, agents, applicants, landowners, investors, relevant Government departments, including the Planning Inspectorate, the GLA, TfL and statutory undertakers, local residents/groups and businesses and more widely, all consultees involved in the development management processes covering statutory, non-statutory, critical stakeholders, stake holders, residents, community groups and so on.
Key internal contacts: <i>Job titles or groups of staff</i>	Cabinet Members including the Portfolio Member for Planning. Directors, Heads of Service, Managers and Officers in Planning, Regeneration, Environment Health, Education, Highways and Transport, Housing and Property and Corporate Services. <ul style="list-style-type: none"> • Participate fully in the HRA, Redbridgeliving, Ilford Programme Board and other Corporate groups where required; • Provide input and support into broader Council initiatives/workstreams including transformation activity, income generation, Public Health Programmes, Regeneration/Economic Development activity and raising the profile of the borough generally. • Deliver the priorities of the new Borough Plan and Strategic Delivery Plan.
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Will be responsible for the budget of about for the DM Team. This will cover all staffing, costs (£655k) and income (£1.7m), meeting income targets through income generation.
Key areas for decision making:	Lead officer responsible for all planning application decisions covering delegated authority or Planning Committee.
Other considerations: <i>E.g. working patterns</i>	To be prepared to attend evening and weekend meetings (e.g. committees & events within the borough) from time to time, with responsibility to attend Committees and site visits with elected members.
Key accountabilities and result areas:	Key elements:

<p>To lead a team of 13 Professional Staff on delivering all planning applications. This will be undertaken in accordance with planning legislation, national planning policies, Local Plan and Council priorities whilst meeting key performance indicators.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • To lead, manage and coordinate volume (<5500) planning applications across the development management service covering all planning application types. • Providing leadership and direction to staff on key statutory issues and matters of significance regarding legislation, policies and Council priorities such as housing delivery, affordable housing programmes and so on. • Ensuring that the staff are fully up to date on current legislation and professional practice in relation to development management and application of such knowledge to the work undertaken. • Ensuring the following performance indicators are met: <ol style="list-style-type: none"> 1. Work in Progress no higher than 400 (live planning application caseload). 2. Application backlog 0%. 3. Active average caseload 25 4. Number of EoTs (minors/others) 5% 5. Decisions waiting for sign off no higher than 30 per day. 6. Average caseload no higher than 40 per Officer. 7. Officer targets of (a) Graduate Planner 2 applications per day (b) Prior Approval / Fast Track Officer 3 applications per day (c) Senior and Planning Officer 1 application per day (d) Lead Principal Planning Officer 0.2 application per day. 8. Pre-application performance at 85%. 9. MHCLG major applications in time 60% 10. MHCLG non-major applications in time 70% 11. KPI major applications in time 90% 12. KPI minor applications in time 75% 13. KPI other applications in time 85% 14. Application backlog 0% 15. MHCLG major appeals allowed Under 10% 16. MHCLG non-major appeals allowed Under 10% 17. Appeals dismissed 80% • Understand and manage the budget to ensure the Planning Service is self-sufficient through cost recovery and income generation. • Making use of information technology to ensure appropriate data bases are in place to effectively manage the work. • Supporting and delivery technological improvements in terms of service delivery.
<p>To ensure developments in the borough enhance the built form, amenity of residents and businesses and achieve good cohesive strategic growth.</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Providing planning professional expertise to secure high-quality development and good-growth which will enhance the character of the borough and opportunities for residents and businesses. • Leading, supporting and delivering key strategic priorities of the Council. • Aligning the team to ensure the right measures, policies and procedures are in place to support housing delivery to meet the Housing Delivery and 5 Year Housing Land Supply statutory tests. • Ensuring all relevant statutory processes are followed, policies and other material considerations are taken into account in advising on and determining all applications. • Undertaking the preparation and giving of expert advice and evidence to Council Committees, members, Public Enquiries and similar.

To lead negotiations on strategic development proposals to achieve outcomes to meet Local Plan and Council objectives.	<p>This will involve:</p> <ul style="list-style-type: none"> Proactively working with developers, members and relevant stakeholders to achieve planning outcomes that enhance the borough. Bringing planning policies and considerations to bear in the deliberations of other service areas of the Council. Interpreting the implications of other service areas activities and take them into consideration in assessing developments. Analysing and interpreting the plans, policies and proposals of other organisations, such as GLA, TfL, and Government policy and guidance. Providing direction on key issues and matters of significance.
To provide timely and relevant advice in relation to planning applications to Council members, relevant Committees, Public Inquiries, public meetings and local people.	<p>This will involve:</p> <ul style="list-style-type: none"> Responsible for checking paperwork is accurate and to the required standard at Planning Committee. Organising and coordinating all support staff attending Planning Committee. Organising and managing briefings for Chair of Planning Committee. Presenting cases to Committee, and providing evidence at Enquiries, in Court and in written form. Presenting to a wide variety of audiences, which can include, public meetings, 1 to 1s with stakeholders and developers.
To ensure that there is full and effective engagement of public and stakeholders in the planning policy processes.	<p>This will involve:</p> <ul style="list-style-type: none"> Ensuring all statutory and Council procedures are followed to engage local people and other stakeholders in planning proposals. Leads and supports any wider initiatives to engage stakeholders and local people.
To lead and manage a team of professional staff.	<p>This will involve:</p> <ul style="list-style-type: none"> Pro-actively developing, managing and appraising staff in team Ensuring that staff understand wider corporate objectives and priorities and that their work is suitably aligned to achieving these outcomes. Liaising with the Head of Business and Performance and Planning Business Manager to ensure high standards of customer care and business efficiency. Leading in all recruitment exercises ensuring all HR procedures are complied with to ensure staff of a high calibre are recruited. Be responsible for own and team's professional development. Create a culture of continuous improvement and performance management. Monitor performance of staff ensuring work undertaken is of the required standard and meets key milestones and targets. If not takes responsibility of taking appropriate actions to resolve any performance issues. To prepare quality responses for complaints. FOI, LGO, MP/Councillor enquiries and within all published timeframes. Ensures staff prepare quality responses for complaints. FOI, LGO, MP/Councillor enquiries and within all published timeframes
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. • Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> • Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> • Taking responsibility for continuing self-development and leading in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Development Management Manager		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important		A - I – T	Weighting
Minimum education/ qualifications:	Degree in relevant subject and Member of RTPI Management qualification would be desirable.	A	All 3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none">▪ A successful track record in dealing with all planning applications and pre- application discussions.▪ Experience of working across professional teams to successfully take on board corporate objectives in dealing with all types of planning applications.▪ Ability to advise Senior Management and politicians on planning proposals.▪ Understands development processes.▪ Ability to identify development opportunities.	A – I A – I A – I A – I – T A – I	All 3
Minimum competencies: Customer focus	<ul style="list-style-type: none">▪ Demonstrating a high customer care work ethic and focus.	A – I	All 3
Communicating and influencing	<ul style="list-style-type: none">▪ Able to communicate effectively, both verbally and in writing, and influence others.▪ Able to draft reports and make recommendations on planning applications.▪ Able to present evidence to Inquiries or similar and to public meetings.▪ Ability to negotiate to achieve positive solutions and demonstrably to add value to proposals.	A – I – T A- I – T A – I - T A - I – T	All 3
Building relationships, working together and in partnership	<ul style="list-style-type: none">▪ Ability to work successfully in a political environment and promote the interest of the borough with outside bodies▪ Ability to work with Government departments and agencies and the GLA, providing information, liaising and influencing	A – I A – I	All 3

Respecting & implementing diversity	<ul style="list-style-type: none"> ▪ Ability to and commitment to implementation of equalities policies in the work place. ▪ Ability to reflect equality and diversity policies in the drafting and delivery of policy. 	A – I A – I	All 3
Planning, organising & achieving results	<ul style="list-style-type: none"> ▪ Able to initiate and progress work-plans for oneself and the team ▪ Ability to deal simultaneously with a range of tasks and activities and cope with a heavy workload. ▪ Ability to problem solve with the ability to recognise controversial and sensitive issues. 	A – I A – I A – I	All 3
Embracing change	<ul style="list-style-type: none"> ▪ Supportive of achieving continuous improvement and embracing change to deliver cost effective, quality services. 	A – I	All 3
<i>For those with managerial responsibility</i> Leadership	<ul style="list-style-type: none"> ▪ Ability to lead a professional unit 	A – I	All 3
Managing and developing people	<ul style="list-style-type: none"> ▪ Experience of and ability to manage staff, in terms of recruitment, appraising and developing to achieve exemplary performance. ▪ Ability to manage a flexible pool of staff 	A – I A – I	All 3
Special conditions:	<ul style="list-style-type: none"> ▪ Able to work evenings and sometimes at weekend 	A – I	All 3
Signature of Employee:	Name:	Date:	