

Role Specification – Senior Enforcement Officer – Specialist Services

Service Area	Specialist Services
Role Title	<ul style="list-style-type: none"> Senior Enforcement Officer
Role Family	<ul style="list-style-type: none"> Specialist Services
Location	<ul style="list-style-type: none"> Oxted/Agile
Operational Reporting Line	<ul style="list-style-type: none"> Specialist Services Manager
Functional Reporting Line	<ul style="list-style-type: none"> Head of Planning
Grade	<ul style="list-style-type: none"> M2

Service Area Purpose

- Specialist Services provides a professional and efficient service to external customers in the three main business areas (themes) which are:
 - Regulatory (Including Planning)** – Services that protect the public, the environment, homes and communities
 - Resident Support** – supporting our more vulnerable customers that may need higher levels of support, such as housing and benefits
 - Business and Income** – Services that collect income for the council and support business customers

Specific Responsibilities

- To assist other team members when appropriate in dealing with breaches of planning control and enquiries, including giving professional advice and technical guidance on enforcement matters of all complexities.
- Directly responsible for negotiating and processing a range of enforcement cases, writing committee reports, recommending action and drafting notices.
- Responsible for liaison and negotiation with members, statutory bodies and the wider community to agree acceptable outcomes with regard to breaches of planning control.

- Processing of appeals, including writing appeal statements and attending Inspector's site visits and informal hearings, attendance at local inquiries or court proceedings in connection with enforcement matters.
- Liaising with other departments in the Regulatory Services department, including development management and providing a joined-up approach to cases.

Corporate Responsibilities

- Act as a Business Partner, advising and supporting teams across the organisation.
- Provide technical mentoring and support, encourage transfer of specialist knowledge, share best practice, new legislation and associated changes to processes and scripts and have oversight of the end-to-end process or customer journey and related contract.
- Support the embedding and development of ways of working and the Council's Attitudes and Approaches.

Person Specification

M2:

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Working towards relevant degree or professional qualification or equivalent expertise within one of the relevant themes. • Membership of Royal Town Planning Institute • Full driving licence and use of a car 	<ul style="list-style-type: none"> • Degree or equivalent • Evidence of a commitment to continuous professional development

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Operational experience in the specialist area. • Professional competence / expertise and experience in the relevant service area, with the ability to apply knowledge across a range of activities in the area. • Experience of making a contribution to the formation of policy/ service development and/or implementation. • Managing conflicting priorities sometimes under pressure. • Experience of working with Councillors within the planning / 	<ul style="list-style-type: none"> • Working in a matrix environment where cross team and corporate working are essential. • Some experience in contributing to policy/ service development and/or implementation. • Experience of presenting reports to Planning Committee and preparing and giving evidence at planning Hearings and Inquiries. • Working in a matrix environment where cross team and corporate working are essential.

<p>enforcement process and an understanding of key corporate issues involved.</p> <ul style="list-style-type: none"> • Understanding of data protection. • Commitment to and understanding of equality and diversity. 	
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Key Skills and Knowledge

Essential
<ul style="list-style-type: none"> • Good understanding of UK Policy and Development Management systems and the statutory framework for the determination of planning applications and provision of planning advice. • Good communicator with ability to communicate effectively with a range and variety of audiences, and work well with teams. • Good influencing skills with ability to provide detailed advice and explain the Council's position on particular issues. • Ability to assimilate complex as well as difficult/ varied information and to exercise judgement and creative thinking in resolving a range difficult problems and developing solutions. • Ability to deliver results and performance improvements. • Ability to deliver high levels of stakeholder and customer service. • Ability to motivate and act as a champion for change. • Ability to think innovatively and practically. • Report writing skills. • Proficient in MS Office and other databases used across the organisation.