

Development and Economic Growth	
Development Management	
Job Description	
Operations Manager (Lead Specialist)	
Grade LS 6/5	Post Number: New
Responsible to:	Service Manager - Planning
Responsible for:	Management of 4 Team Managers in Planning and Strategic Sites Delivery officer
Job Objective:	To be the authority's lead specialist for the service functions within the Development Management Service. To provide effective operational management to the teams to deliver and continually improve services in accordance with adopted service standards. Responsible for directly managing the Strategic Sites Delivery Officer and overseeing the delivery of Strategic Housing and Employment Sites within the Borough.
Main duties and responsibilities:	
Technical Specialism	To be responsible for the day to day management of the Development Control and Planning Support teams to provide an efficient and effective service and to meet the Service Plan objectives.
	To ensure correct procedures are followed, deadlines are met and to regularly review and make improvements to working practices.
	To implement the Council's delegation arrangements for Development Control including being responsible for interaction with Councillors and managing the Development Control Committees.
	To manage the application process, including major applications, particularly in relation to Strategic Housing and Employment sites within the Borough.
	To carry out any such duties as may be reasonably requested by the Service Manager Planning, and Director Development and Economic Growth

Principal Operational Management Responsibilities	To create an environment for people to perform and identify talent and high performers through appraisal, and support and encourage their development for future roles.
	Ensure that all HR policies are applied fairly and consistently within the service.
	To set professional standards ensuring they are met and improving individual performance and to challenge unacceptable performance and behaviour on a consistent basis
	Engage effectively with customers (internal and external) and ensure they are treated fairly and with respect.
	To contribute to service planning for the teams in conjunction with the teams, the Service Manager and Director.
	To monitor performance on a regular basis and discuss issues relating to non-achievement of milestones and targets with the Service Manager
	Responsible for monitoring and controlling service performance on a regular basis to ensure that key milestones and targets are meeting the requirements of the Service Plan. Raise any variance and proposed corrective action with the Service Manager.
	To explore options, recommend and implement systems and processes that are innovative and will continually improve performance.
	Responsible for monitoring and controlling the budget on a regular basis to ensure that budget expenditure and income is in accordance with projections. Raise any variance and proposed corrective action with the Service Manager.
	Build constructive relationships with elected councillors, partners and colleagues across all service areas.
	Ensure that information, feedback, customer comments/concerns are shared with appropriate people for action to be taken.
	Protect and enhance the reputation of the Council and its partners and provides support as required to the Directors and Marketing/PR Officer on media matters relating to the service.
Identify and bid for additional funding opportunities as appropriate to enhance service provision for the benefit of customers.	

Manage the process for applications being considered by Planning Committee, ensuring that reports are prepared in a timely fashion to ensure the Council can meet its statutory requirements for the publication of meeting agendas.

Prepared by: Andrew Ashcroft, – Planning Services Consultant

Date: July 2022