

Job Description – Service Manager – Planning and Growth, Planning Policy and Building Control Partnership

Responsible to: Director, Development and Economic Growth

Responsible for: Planning Policy Manager and Operations Manager – Planning and Growth

Overall Purpose; To be the authority's strategic lead for the service functions within the Planning Service area. To provide effective operational management to the teams to deliver and continually improve services.

1. Technical Specialism

- To be responsible for the leadership of the Planning service covering Planning and Growth and the Planning Policy direct functions to provide an efficient and effective service and to meet the Service Plan objectives.
- Working in collaboration with the building control partners to manage an effective service.
- 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 represent the Borough Council at Public Inquiries
- To deliver and manage the application process including major applications
- To carry out any such duties as may be reasonably requested by the Director Development and Economic Growth Manager

2. Principal Operational Management Responsibilities – Team Management

2a. People

- 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.

2b. Performance, Quality and Service Improvement

- To contribute to service planning for the teams in conjunction with the teams and the Director, Development and Economic Growth
- To monitor performance on a regular basis and discuss issues relating to non-achievement of milestones and targets with the Director, Development and Economic Growth
- 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 Director, Development and Economic Growth
- To explore options, recommend and implement systems and processes that are innovative and will continually improve performance

2c. Finance

- 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 Director, Development and Economic Growth
- Identify and bid for additional funding opportunities as appropriate to enhance service provision for the benefit of customers.

3. Principal Operational Management Responsibilities – Corporate

3a Collaborative working

- Build constructive relationships with members, 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 Director Development and Economic

Growth and Marketing/PR Officer on media matters relating to the service.

3b Corporate Projects

- Participate in corporate projects and tasks as required, in support of Council objectives and the post holder's own personal development.

Prepared by: Leanne Ashmore

Designation: Director, Development and Economic Growth

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