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JOB ROLE PROFILE AND PERSON SPECIFICATION

Post Title: Planning Enforcement Officer
 Post Number: TBC
 Grade: P01
 Service Area: Planning, Growth & Infrastructure
 Section: Planning
 Team: Planning Enforcement & Pollution Control
 Reports to: Principal Planning Enforcement Officer

Purpose of the Role:

As a planning enforcement officer within the Council, you will:

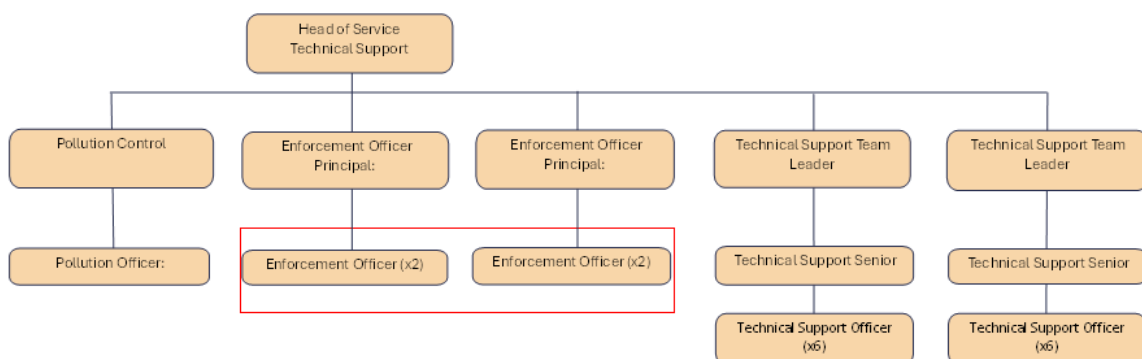
- investigate and resolve difficult, high profile and significant breaches of legislation, affecting the borough by operating across traditional boundaries and using the best powers available from available discipline.
- work within a geographical area, on a project basis or as part of a multi-agency enforcement task force, in particular those involving other Council Services, Police and other regulatory bodies.
- investigate breaches of planning and environmental law to meet the Council's corporate aim for fairness for all, growth, and sustainability and strong Communities. We are committed to tackling the Inequalities present in the Borough.
- assist the management and delivery of the aims and objectives of the Pollution Control, Planning and Licensing Enforcement Action Plan through flexible and effective enforcement, tactics, and operations.
- provide a specific point of contact for residents and businesses of their geographical area and to co-ordinate and resolve complaints and issues raised.
- carry out and give leadership advice on planning enforcement appeals.
- Communicate effectively with elected members and other partners/stakeholders.
- Collaborate constructively with partner organisations and other stakeholders including internal services and colleagues.

Dimensions including Structure Chart:

1. Financial dimensions:

There are no financial responsibilities relating to this post

2. Structure Chart:



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3. Number of direct reports:

The post holder does not have any supervisory responsibility, however, will be expected to assist with the induction and development of new colleagues and entrants through shadowing, and on the job training.

4. Nature of reporting relationship between post holder and line manager

The post holder reports directly to the Principal Enforcement Officer and has regular supervision and performance reviews.

5. Key areas for decision making

The post holder will review breaches of legislation and recommend action at critical stages of investigation.

6. Any other relevant statistics

The team annually receives up to 1000 enforcement cases and appeals. The team's role is integral to the delivery of the council's planning performance and place making objectives.

It is expected that these numbers will fluctuate due to external pressures and socio-economic impacts.

Key Accountabilities:

- 1 To achieve the objectives in the Purpose of the Role for the delivery of the Councils Enforcement Policy and the Service Centre Plan.
- 2 To carry a personal case load of high priority enforcement cases and to initiate or facilitate actions to ensure that the Council's objectives and aims are delivered in respect of planning and licensing enforcement.
- 3 To carry out the duties required for this post, maintaining agreed Council and Service standards of customer care and confidentiality.
- 4 To take the lead role on enforcement cases within the appeal process.
- 5 Carry out investigations into planning complaints and enquiries in accordance with the priorities set by the Council's Planning Committee and make recommendations on appropriate further action.
- 6 Negotiate with landowners, occupiers, and their agents to attempt to resolve breaches of legislation, either by compliance with statutory requirements, by the submission of planning applications or informally.
- 7 Monitor compliance with abatement notices, stop notices, enforcement notices, breach of condition notices, section 215 notices and producing witness statements for the service of summonses.
- 8 Undertake enforcement action for breaches of advertisements and fly posters under the Town & Country Planning Act 1990 and monitor the compliance of notices served requiring appropriate clearing action by the advertiser.
- 9 To work with and assist the Proceeds of Crime Officer to identify and prosecute offenders identified.

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- 10 To prepare and collate supporting evidence and statements for legal proceedings, and to attend court as a witness on behalf of the Council.
- 11 To ensure all investigation, surveillance, the interviewing of suspects under caution and other operational activity is carried out lawfully and in accord with appropriate codes of practice, in particular the Police and Criminal Evidence Act 1984, the Criminal Procedure and Investigations Act 1996 and the Regulation of Investigatory Powers Act 2000.
- 12 To record all evidence and carry out all operational activity in accordance with Service Procedures and standard practice.
- 13 To liaise with and provide additional evidence and/or information at the request of the Unit Lawyer.
- 14 To regularly patrol the allocated Area to identify breaches of legislation and defects in the street environment requiring action and reporting these to the appropriate service manager.
- 15 To meet members of the public and organised groups and to participate in 'walkabouts' with them as necessary in order to view and inspect complaints and problems, which may include situations where there is a risk of challenge or abuse by members of the public and other community representatives.
- 16 To prepare replies to complaints, enquiries and letters from the public, members, MP's and other agencies.
- 17 To comply with the Council's Financial Regulations, Standing Orders and Codes of Conduct and to ensure that all Service, Departmental and Council procedure are complied with.
- 18 To use digital case management systems and technology as required in the execution of the duties of this role.
- 19 To maintain an up to date and working knowledge of all relevant legislation and technical developments relating to the contractual, technical and operational aspects of planning.
- 20 To attend meetings of residents and special interest groups within the area and to participate in "walkabouts" with such groups when required.
- 21 To take appropriate actions and responses to promote public reassurance and improve the environment in appropriate areas.
- 22 To work across the Borough and in collaboration with other teams within the Council, stakeholders, partners and agencies such as the police, in order to achieve effective services for our customers.

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery.

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Key Relationships (Internal and External):

Internal:

- In-house teams engaging in the planning decision process.
- In house teams, Ward Councillors, seniors and executive staff reporting potential breaches in planning control in their ward areas.
- In-house legal team in relation to actions taken
- The postholder is expected to engage with Directors, Ward Members, key heads of service, managers, and staff within all departments, to promote the work of the Planning and Growth service, work in partnership and seek to deliver joint solutions

External:

- Daily contact with residents, businesses, and stakeholders through multiple channels in relation to potential breaches
- Contact with the Planning Inspectorate (PINS) in relation to planning enforcement appeals.
- Engagement with solicitors and legal representatives in relation to actions taken.

Equality and Diversity:

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

Health and Safety:

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake.
2. Following safety rules and procedures.
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and

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- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

Information Security:

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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PERSON SPECIFICATION

Job Title: Planning Enforcement Officer **Grade:** PO1

Department: Planning and Growth **Team:** Development Mangement

KNOWLEDGE, SKILLS & ABILITIES		HOW TESTED
Application – A; Test – T; Interview – I		
Essential Job Specifics – Skills, Experience and Competencies:		
1	Proven ability to identify a breach in planning legislation, research using relevant tools available, collate information, understand evidence available and write reports recommending actions.	A/I/T
2	Experience of managing challenging situations, communicating with empathy, and understanding and demonstrating a professional approach to managing customer expectations	A/I/T
3	Experience in facilitating a solution led approach	A/I
4	Experience of working collaboratively across other services and/or with stakeholders / partners to achieve successful and cost-effective outcomes	A/I
5	Experience and knowledge of dealing with appeals and the processes involved.	A/I
6	Proven ability to work effectively within a performance led framework to ensure timely delivery of the service and actions required	A/I/T
7.	As a regular and intrinsic part of this role required you to speak to members of the public in English, the ability to converse at ease, politely and courteously with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role.	A/I/T
Desirable Job Specifics – Skills, Experience and Competencies:		
1	Court experience – both criminal courts and planning appeals	A
2	An understanding of the health and safety requirements applicable to a front-line enforcement service.	A/I
Other specific requirements:		
1	The successful candidate will have relevant qualification(s) – e.g. planning qualification or similar field AND/OR experience appropriate to the post (planning enforcement, appeals or related areas, planning development and policy)	A/I
2	The successful candidate will be able to demonstrate a positive and inclusive attitude.	A/I
Candidates: Please ensure you address the following behaviours in your responses to the essential (and desirable if applicable) criteria above.		
Behaviours		
Appropriate behaviours are key to the delivery of our vision for Enfield.		
We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos		

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in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels.

Take Responsibility

We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.

Open, Honest and Respectful

We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.

Listen and Learn

We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.

Work Together to find solutions

We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.