



Job profile

Assistant Manager, Enforcement (Planning, Highways and Environmental)

Grade L

Group: Communities & Environment

Service: Development, Transport & Public Protection

Location: Civic Centre

Line Manager: Trading Standards, Licensing and Enforcement Manager

Car User Status: Casual

Job Purpose

The Enforcement Team protects people and the environment through the investigation of highways, planning and environmental enforcement issues and monitoring of controls and conditions.

The key roles of this post will include:

1. To lead and supervise the work of the Enforcement Team, ensuring that systems, procedures, working arrangements and legislative requirements are followed.
2. To oversee and advise on complex or sensitive issues ensuring they are dealt with promptly and effectively.
3. To assess evidence in respect of unauthorised or unlawful activity and make recommendations under the Council's scheme of delegation with respect to taking enforcement action including the service of formal legal notices, the instigation of prosecution proceedings or injunctive action in accordance with statutory procedures and the Council's Enforcement policies.
4. To prepare evidence and witnesses statements and appear as an expert witness for the Council in any planning appeals, examinations in public, public enquiries or court hearings as required.
5. To drive continual improvements in customer service and performance in the Enforcement Team



6. To develop effective networks both internally and externally to maximise the effectiveness of the team including working with other authorities in the region to develop best practice, training opportunities and common standards.
7. To provide professional advice, support and reports to senior management and Councillors and attend meetings as necessary.
8. To be responsible for the development, implementation and review of policy, special projects and assigned tasks including promotional, advisory and educational activities.
9. To oversee the development of the team plan and manage the performance of the team towards delivering the priorities and objectives of the Service's Business Plan and Gateshead Council's Vision.
10. To maintain appropriate professional competence and knowledge of new legislation and guidance relating to the enforcement of planning, highways and environmental legislation by attending relevant training courses, meetings, conferences and seminars as required.
11. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Computer literacy
- Good communication skills
- Advising and guiding members of a Local Authority.
- Project Management skills
- Planning enforcement
- Planning legislation and Development Management procedure and practice.
- Highways and Environmental legislation and enforcement.

Experience

- Ability to work on own initiative as member of team
- Strong customer focus and commitment to continuous improvement
- Managing employees
- Writing reports, letters and evidence.
- Good organisational and negotiation skills.
- Undertaking PACE interviews
- Giving evidence at appeals and court.

Qualifications

- Full driving licence
- Degree in planning or land-use based discipline

Desirable:

Knowledge

- Specialist software systems such as Idox

Experience

- Minimum 5 years' experience of planning enforcement
- Managing change and team building.
- Presenting reports to Planning Committee

Qualifications

- Corporate membership of Royal Town Planning Institute or NAPI



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working