



ROLE PROFILE FOR CORPORATE ENFORCEMENT TEAM LEADER

Role Title: CORPORATE ENFORCEMENT TEAM LEADER

Service: Corporate Enforcement

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Reporting To: Corporate Enforcement Manager

Role Purpose

- To assist in providing a high quality, customer focused Corporate Enforcement service through development of team service plans, implementation and embedding new ways of working, monitoring and maintaining service standards, contributing to service improvements and developments
- As the Councils most senior planning enforcement officer, oversee the planning enforcement function. Represent the Council on enforcement appeals including informal hearings, public inquiries and at court.
- To support the Corporate Enforcement Manager / Development Manager in reviewing the enforcement function, monitoring and reporting progress to the planning applications committee and with promotion of the service.
- Responsible for leading on day-to day operational work streams, managing officers including conducting 1-1s and annual performance reviews to ensure service delivery objectives are achieved on time and within budget.

Main Duties and Accountabilities

Knowledge and Expertise

- With the Corporate Enforcement Manager participate in the formulation of detailed service objectives and policies in accordance with legislation, best



practice and the Council's Strategy, Annual Plans, Behaviours and Competency Framework and other objectives.

- Ensure the effective and efficient implementation of Council policies and the achievement of the Council's objectives, including financial ones.
- Oversee service delivery including providing clear direction and oversight of the specialist area of planning enforcement, providing advice and guidance to fellow professionals, team members and partners.
- Make delegated enforcement decisions in line with the Council's constitution, ensuring the effective investigation of allegations of unauthorised development, making decisions or recommendations as appropriate set out within the relevant Council delegations.
- Take responsibility for the effective oversight, management and reporting of enforcement cases and effectively deal with competing priorities.
- Prepare and supervise the production of committee agendas including the preparation and publication of high quality reports and briefings, communicating complex issues on enforcement and performance matters clearly and succinctly.
- Promote effective and productive partnership working with key partners and co-ordinate cross-cutting initiatives as required.
- Ensure that services are responsive to community needs and that equal opportunity issues are identified and addressed effectively
- Ensure effective and accessible communication with staff, service users, the general public, members and others as appropriate to achieve objectives.
- Present at Committee meetings and other high level public meetings and act as the Council witness in support of legal proceedings .
- Support the Strategic Director – Environment & Community, Corporate Enforcement Manager and other Managers in the delivery of a prompt and effective responses in relation to the Council's Complaints procedure, Members', MPs' and all other enquiries
- Negotiate with individuals, contractors, developers, agents and the public, using a detailed knowledge of enforcement powers and experience to resolve the issue.



- Use sound judgement to assimilate complex and conflicting views, assessing against material planning considerations, and to make proportionate and balanced decisions
- Manage a diverse caseload including planning enforcement investigations and a range of environmental crime cases.
- Work with Legal Services on the drafting and issuing of formal notices relating to planning breaches, Community Protection Notices and summonses / prosecution files relating to fly tipping and other associated environmental crime.
- Support actions with awareness of other non-planning statutory powers including, for example, Anti-Social Behavior and Environmental Health legislation.
- Maintain accurate and timely record keeping, updating and maintenance demonstrating excellent auditing, case management and time management skills.
- To write reports for committees and other briefing reports and papers for senior officers and elected members, as required.
- Hold meetings including liaison with Councillors, residents and relevant groups on an informal basis and representing the Council at committees, parish councils and other forums.
- Undertake discussions with external bodies and statutory consultees to support recommendations
- Compile clear, concise and proportionate reports which having regard to all material considerations demonstrating a consistency in approach, with fully justified and precise reasons testing expediency and justifying actions or reasons for not taking action; and, demonstrate appreciation of the need to address human rights, welfare and equalities considerations in giving recommendations.
- To prepare statements of evidence for appeals and prosecutions up to and including informal hearings, and present evidence on behalf of the Council (including in court).

Relations with People (Internal and External)



- Foster close working relationships with the Head of Planning, Development Manager, Development Management Team Leader Corporate Enforcement Manager and Strategic Director for Environment & Community
- Will need to develop effective working relationships with Elected Members, informally providing them with regular progress reports informally on a regular basis helping them deal with enquiries they have received and formally at Planning Applications Committee.
- Will need to develop effective working relationships with internal departments particularly the Corporate Enforcement team, Planning, Legal Services, Building Control, Community Safety and Environmental Health teams and external bodies. In particular, working with Surrey County Council, Environment Agency, Surrey Police and the Health and Safety Executive on enforcement and prosecutions.
- Working with the above on a frequent basis dealing with complex legal and procedural issues and gathering of sensitive data in relation to individuals and organisations with associated legal casework possibly leading to criminal or other prosecution.
- Representing the Council at meetings with external bodies such as Parish Councils and residents groups to support joint working, increase understanding of and build confidence in the enforcement function.
- Reporting on progress to the Corporate Enforcement Manager, Strategic Director, For Community and Environment and the Head of Planning .

Creativity and Innovation

- Will need to be a proactive decision maker who delivers innovative solutions to problems, backed up by a sound understanding of planning and environmental law and the wider Council responsibilities for the environment, health and wellbeing and human rights.
- Will need excellent time and project management skills being able to demonstrate creative techniques to record and monitor workflows and actions taken.
- Assisting the Corporate Enforcement Manager with monitoring performance, reviewing service delivery and developing initiatives to improve the Corporate Enforcement service including, for example, customer care initiatives and promotion of the service.



Financial Accountability

- To liaise directly with the Head of Planning and Corporate Enforcement Manager when a budget is required to support enforcement actions or appeals.
- Will be responsible for the day to day management of consultants and other costs associated with this area of work.
- To be responsible for the day to day management of the Councils Corporate Enforcement budget

Impact upon the Organisation & the Community

- Will have an in-depth understanding of political pressures and public expectations and be able to amend priorities as and when required.
- Will work with a one Council ethos and be prepared to support other departments within the organisation when required and work to obtain support from those departments for key projects and tasks within the Corporate Enforcement function as required.

Management & Supervisory Responsibilities

- Direct line management and supervision of three planning enforcement officers
- To undertake staff performance reviews and 1 – 1's.
- To deputise for the Corporate Enforcement Manager

Initiative & Independent Action

- To prioritise the work in accordance with the adopted Local Enforcement Plan unless other factors apply.
- To be responsible for deciding how all but the most serious enforcement/compliance actions should be taken forward and recommending accordingly to senior officers and councilors.
- To be responsible for reviewing and updating the adopted Councils Enforcement Plan and Local Enforcement Plan.
- To exercise own discretion in taking forward all but the most major or politically sensitive enforcement cases.



General

- To support the wider Development Management Team with pre-application enquiries, processing of planning applications and appeals, as the need arises.
- Any other work as requested by the Corporate Enforcement Manager or Strategic Director

Continuous Professional Development

- To undertake internal and external training for personal and professional development
- To look for development opportunities for the enforcement officers

Customers and Contacts

Important Internal Relationships

- Strategic Director – Environment & Community
- Head of Planning
- Corporate Enforcement Manager
- Development Management Team Leader
- Planning Officers, Corporate Enforcement Officers
- Councillors
- Legal services
- Environmental Health
- Contact Centre
- Technical Support and Land Charges Manager.

Important External Relationships

- The Planning Inspectorate (PINS)
- Police
- Surrey County Council
- Developers



- Planning Agents
- Specialist Consultants
- Appointed Barristers
- Parish Councils
- Residents Groups
- Other Local Authorities



Corporate Enforcement Team Leader - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Degree in Town and Country Planning / Urban and Regional Planning	E	A/I
Member of the Royal Town Planning Institute	E	A/I
Relevant post-graduate qualification in planning, or a related discipline	E	A/I
Evidence of relevant CPD.	E	A/I

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Evidence of sound understanding of planning enforcement including the relevant frameworks, guidance, regulations and case law	E	A/I/A
A minimum 5 years' experience in planning enforcement	E	A/I
Awareness of current issues and a working knowledge of legislation relevant to the team's work to enable provision of high quality advice	E	A/I



Demonstrate an understanding of political awareness	E	A/I
Demonstrate an ability to successfully and proactively engage local communities and other key stakeholders in all aspects of the service	E	A/I
Ability to lead projects and successfully deliver agreed outcomes	E	A/I
Experience of managing a team	E	A/I

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to work under pressure and meet deadlines, performance targets and produce a regular consistent output to work	E	A/I
Good analytical and problem solving skills	E	A/I
Understanding of and ability to deliver high quality service and excellent customer care	E	A/I
Good numerical and IT skills, including experience in using the Uniform application and geographical information systems (GIS) and Microsoft packages	E	A/I
Organise own work and able to supervise the work of others to maximise efficiency and productivity	E	A/I

Creativity and Innovation



Criteria	Essential or Desirable	Application, Interview or Assessment
Innovates and supports new ideas and seeks to understand how they can be applied to improving customer outcomes	E	A/I
Continuously develops and updates professional expertise and provides positive role model for personal development in line with the workforce strategy	E	A/I

Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Possesses a sound understanding of local authority finance and the ability to manage budgets	E	A/I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to deliver high quality service and excellent customer care	E	A/I



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Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to lead and manage a teams of people in delivering complex, high quality reports	E	A/I
Ability to successfully manage a team under pressure and meet deadlines and Key Performance Indicators (KPI's)	E	A/I

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
The confidence and ability to make sound judgements without the regular need to refer upwards	E	I

Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment



Confidence to deal with complex, challenging and confrontational situations	E	A/I
Flexible outlook and ability to manage change	E	A/I
Good team player	E	A/I
Good negotiation and mediation skills	E	A/I

