

MALDON DISTRICT  
COUNCIL

Princes Road  
Maldon  
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[www.maldon.gov.uk](http://www.maldon.gov.uk)



# **Development Management: Team Manager (SD2306)**

**Maldon District Council**  
**Job Description: SD2306**

<b>Job Title</b>	<b>Development Management: Team Manager</b>
<b>Service Area</b>	<b>Service Delivery</b>
<b>Grade</b>	<b>SCP J (37 – 40)</b>
<b>Job Reference</b>	<b>SD2306</b>

<b>Reporting to</b>	<b>Responsible for</b>
Head of Development Management	Development Management Team

<b>Team Purpose</b>
To provide a range of timely and effective guidance, ensuring compliance, good practice, risk management and enabling the Council to deliver for its customers seeking or interacting with Development Management services.

<b>Role Purpose</b>
<p>To provide effective operational leadership with high standards of service delivery</p> <p>Ensure compliance with statutory regulations, legislation, professional codes of conduct, health and safety requirements and adherence to council policies, whilst the Head of Development Management has functional responsibility for the wider Development Management Service.</p> <p>To enable the delivery of projects, interventions and initiatives and develop policies in-line with corporate and business plans.</p> <p>Ensure and develop appropriate levels of quality and knowledge within the team so that high customer service standards are achieved, applying effective and timely performance management within assigned service area.</p> <p>Ensure that enquiries, complaints and cases are managed and completed at the appropriate level.</p> <p>Effectively manage people resources and performance to deliver priorities, providing regular reporting as required.</p> <p>Be a role model for the service, demonstrating authenticity, integrity, resilience and compassion and focussing on communication, personal development and wellbeing.</p>



## Key Accountabilities

- Working with teams across the council – sharing best practice, new legislation and associated changes to processes having an input to end-to-end process reviews and customer journeys
- Support the development and delivery of Service Plans, strategies and policies that set out current service priorities and future aspirations, ensuring the provision of professional services that meet customers' needs.
- Support projects and contracts that deliver corporate objectives working collaboratively with peers across the Council to achieve positive outcomes.
- Provide operational leadership through direction and support ensuring the provision of professional services that meet customer needs.
- Be accountable for team performance, risk management, FOI requests and complaint resolution and ensuring quality and compliance with national and local policies and legislation reporting on progress to the Head of Development Management and preparing and presenting reports to council committees as appropriate and other internal and external meetings.
- Regularly monitor spend against financial plans/budgets throughout the year with a focus on value for money, adhering to policy around procurement, contract management and partnership delivery.
- Lead on recruitment and retention in the Development Management Team to minimise the number of vacancies and agency appointments, working with the Head of Development Management and others as appropriate.
- Ensure effective 2-way communication and feedback is promoted across all teams and important management updates are shared where appropriate.
- Lead the team to promote a culture of collaboration, innovation and motivation, with a focus on communication, personal development and wellbeing.
- Be a role model of the Core Values with an emphasis on praise, peer to peer feedback and recognition of achievements.
- Acting as a member of corporate project teams when they arise, providing advice and input working collaboratively across the Council with internal and external stakeholders.
- For team members ensuring personal and professional development is maintained to the required standards.



- Support the Head of Development Management with the resolution of complex or contentious applications, appeals, complaints and inspections, reporting on progress to senior managers and elected members as necessary.
- Manage and resolve complex or sensitive contentious cases using knowledge and judgement, acting as a single point of contact for internal customers. Ensure escalation of more complex complaints to the Head of Development Management to ensure appropriate reporting to the senior managers and elected members as necessary.
- Provide advice and input to commissioning and contract management and challenging thinking where appropriate to enable a solution focussed approach.
- Advise and guide the team on aspects of minor/less contentious/less complex or less sensitive cases/pieces of work.
- Exercise service specific delegated functions in accordance with the Council's Scheme of Delegations, and in so doing ensure compliance with the Council's Standing Orders, Financial Regulations and Health and Safety requirements.
- Liaise with other officers to monitor relevant information systems and make sure they are accurate and up to date, ensuring the "golden customer record" conforms to all verification and validation processes and in accordance with Data Protection principles and Council policy.
- Develop policies and process guidance which respond to emerging legislation, best practice and guidance to ensure continuous development and improvement in services.
- Understand strategy, performance and quality assurance standards and service/financial planning requirements within own specialist area.
- Deputise for the Head of Development Management ensuring cover is provided in their absence.

### **Service Specific Accountabilities**

- Check officer reports and provide feedback in case reviews for ongoing development.
- Manage a caseload of more complex, major applications when necessary and support the resource coordination for applications with Planning Performance Agreements.
- Use specific delegated powers to determine planning applications and sign-off officer reports.
- Act as a Lead Officer at Planning Committees, providing support to other or junior officers and provide technical advice to Members in relation to legislation, policy and case law where applicable.
- Represent the Council in planning appeal hearings and public inquiries as required to defend decisions on appeal.



- Provide planning advice and guidance to the Council on its commercial projects whilst managing conflicts of interest and perceived bias.

<b>Ways of Working</b>	
<b>Collaborative working</b>	<p>Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.</p> <p>Develop and maintain relationships with both internal and external customers, interacting through multiple channels.</p>
<b>Customer Service</b>	<p>Playing a leading role in championing the customer and a customer focussed approach to service delivery.</p>
<b>Supporting corporate projects</b>	<p>Provide input to service specific projects.</p> <p>Input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p>
<b>Performance</b>	<p>Ensuring a focus on team performance.</p> <p>Provide staff with positive leadership, guidance, coaching, direction, and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.</p>
<b>Budget management</b>	<p>Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.</p>

## Person Specification

<b>Qualifications</b>
<p>Educated to degree level in a relevant subject, or with equivalent experience.</p> <p>Member of the Royal Town Planning Institute (RTPI) or equivalent</p> <p>Evidence of Continuous and Professional Development (CPD).</p>



## **Knowledge, Skills, Ability and Experience**

### **Knowledge**

- Understanding of the governance arrangements for the service and the council.
- Working knowledge of legislation and developments in service area.
- Excellent understanding of good customer service.
- Continuous improvement and business process redesign.
- Proven ability to handle complex issues and reach a resolution
  
- Proven ability to mediate in situations involving challenging customers and behaviours and act as a role model,

### **Skills and ability**

- Proven ability to manage staff in a hybrid working environment including setting clear targets and objectives and proactively managing workflow, priorities and performance.
- Able to effectively manage own changing priorities in a fast-paced environment and plan workload to ensure deadlines are met.
- Ability to identify risks and manage competing priorities for self and team
- Demonstrate excellent timekeeping and management of Outlook 365 emails and calendar appointments.
- Sound organisational skills to ensure effective management of electronic and other information including diary management to ensure openness, setting an appropriate standard for the team
- Developed and effective and adaptive verbal and written communication skills including providing compelling and factual case reports and communications to professional and non-professional customers
- Confident using technology and Microsoft applications (e.g. Office 365, Word, Excel, PowerPoint) and service specific systems (i.e. GIS, Uniform, Academy etc.)
- Confident presenting skills to a wide range of stakeholders and remaining professional and composed under pressure
- Demonstrable ability to effectively manage teams remotely and through hybrid working

### **Experience**

- Demonstrable expertise and experience across the broad remit of the role, having the ability to work at the level required for this role, supporting the Council's workforce agenda and day to day operations.
- Experience of management, leading and ensuring high standards of customer delivery, balancing strategic support and practical operational management.
- Experience of effective staff management which is compliant with HR policy and process.
- Experience of the working in the Public Sector or demonstrable knowledge of Local Authority regulation and governance arrangements.
- Experience of process improvement ensuring all processes are fit for purpose meeting customer need.
- Effective communication with stakeholders including internal and external customers, senior officers and Members.
- Financial and commercial acumen with experience of considering fee or agreement income considerations for a Planning Service and linked resource management to ensure effectiveness and efficiency.
- Evidence of cultivating and delivering a high performance, collaborative and inclusive culture, which delivers outstanding outcomes.



**Knowledge, Skills, Ability and Experience**

- Experience of attending formal meetings such as consultations or Council meetings disseminating information in an effective way.
- Checking work produced by the team ensuring feedback and ensuring team members can learn and develop within their role to aid career progression and address skills gaps.
- Experience of successfully leading Customer facing services
- Broad knowledge of Council's services and systems.

**Special Requirements**

**Emergency Planning**

A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.

**Election Duties**

This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.

**Political Restrictions**

Under the provisions of the Local Government and Housing Act 1989 ("the 1989 Act") this role is classed as a politically restricted post as a 'sensitive post'. See *Politically Restricted Procedure note for more detail*.

**Standard Terms**

1. To comply with appropriate legislation, service and council policies.
2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.
3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.
4. To support the council's equalities and diversity policies.
5. To operate within the council's IT policies and data protection rules and regulations.
6. To operate within the council's financial regulations.
7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.
8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.
9. Any other reasonable duties as may be required from time to time

**Competency Framework**



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Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Maldon behaviours [competencies]:</b>	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

<b>Leadership Competencies</b>	
<b>Providing Direction</b>	Shaping a vision and environment that enables, inspires and influences others, providing them with a clear sense of direction and purpose.
<b>Collaborative Working</b>	Developing alliances and engaging effectively with partners and stakeholders for the benefit of the Council.
<b>Change Management</b>	Embracing change and continuous improvement for a more effective Council.
<b>Achieving Success</b>	Providing excellent leadership to help others perform at their best and create effective and efficient service delivery.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

**Key Policies**



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We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

<b>Signed (Job Holder):</b>		<b>Date:</b>
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