

MALDON DISTRICT  
COUNCIL

Princes Road  
Maldon  
Essex CM9 5DL

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



# Planning Policy Officers

(SD2312)

**Maldon District Council**  
**Job Description: SD2312**

<b>Job Title</b>	<b>Planning Policy Officers</b>	
<b>Service Area</b>	<b>Service Delivery</b>	
<b>Grade</b>	<b>Senior Planning Policy Officer</b>	<b>Grade G</b>
	<b>Principal Planning Policy Officer</b>	<b>Grade H</b>
	<b>Principal Planning Policy Officer</b>	<b>Grade I</b>
<b>Job Reference</b>	<b>SD2312</b>	

<b>Reporting to</b>	<b>Responsible for</b>
<b>Head of Planning Policy &amp; Implementation</b>	None.

<b>Team Purpose</b>
To prepare and keep under review clear, meaningful, and deliverable planning policies & strategies in accordance with statutory duties that are communicated effectively to key stakeholders.

<b>Role Purpose</b>
To deliver a specialist, professional service with high standards of advice and support, resolving cases of varying complexity as they arise. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to Council policy. Deliver projects, interventions and initiatives and develop policies (together with the Strategy teams) in line with corporate and business plans. Support the development of appropriate levels of quality and specialist knowledge with Senior, Graduate and Technical Support colleagues.

<b>Key Accountabilities</b>
<p><b>Senior Planning Policy Officer – (Grade G):</b></p> <ul style="list-style-type: none"> <li>• Deliver customer-focused specialist advice and services for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services.</li> <li>• Manage complex or contentious applications, cases and inspections that will require an understanding of one specialist area, processes and compliance, regulations and legislation, acting as the single point of contact for customers on those cases, attending court as appropriate</li> <li>• Support, guide and advise Senior, Graduate and Technical Support colleagues as necessary.</li> <li>• Ensure personal, professional development is maintained to the required standards</li> </ul>



- Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with members, partners and other stakeholders
- Prepare and present reports to council committees and other internal and external meetings
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles

**Principal Planning Policy Officer (Grade H) (in addition to the above)**

- Acting as member of corporate or community project teams – providing specialist advice and input
- Owning key professional and technical stakeholder relationships on behalf of the council relevant to day-to-day delivery of services or projects

**Principal Planning Policy Officer (Grade I) (in addition to the above)**

- Have a deeper technical understanding of more than one specialist areas, enabling resolution of a broader range of more complex cases, applications and inspections and providing resilience and flexibility within the Planning & Implementation department
- Provide technical leadership to the Planning Policy & Implementation team, deputising for the Head of Planning Policy & Implementation as required
- Assisting the development of the community of practice across the service and organisation including mentoring staff in order to improve delivery of the services and to support career development.

**Appointment and progression through grades will be based on the needs of the business.**

Key Objectives	
<b>Working with customers</b>	<p>Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes.</p> <p>Develop digital and self-service channels and implement customer enabling and prevention opportunities.</p>
<b>Working towards the Corporate Plan</b>	<p>Contribute to Corporate Plan development and the development of associated plans and policies.</p> <p>Deliver agreed objectives and services associated with the Corporate Plan.</p>
<b>Knowledge of services</b>	<p>In-depth understanding of specialist area, being professionally qualified in one and good understanding of the operation of another.</p>
<b>Using systems effectively</b>	<p>Advanced skills in a number of specialist services systems and proficient in use of customer services systems.</p>



<b>Specific Tasks</b>	
<b>Case management skills</b>	<p>Lead/assist/support a Community of Practice across Planning &amp; Implementation. Manage and resolve complex or contentious applications, cases and inspections using specialist expertise and judgement, act as a single point of contact for customers, and attend court if necessary.</p> <p>Advise the Case Management team on aspects of minor/less contentious applications or cases.</p>
<b>Teamwork and working with others</b>	<p>As part of the Planning &amp; Implementation team, work collaboratively across the Council to provide a seamless service to customers, collaborate on corporate projects and engage positively and effectively with Members, partners, and other stakeholders.</p> <p>Conduct self and work in ways which encourage communication and empowerment within the team.</p> <p>Develop skill levels of self and others to support multi skilling and knowledge transfer.</p>
<b>Enquiries, reports and service requests</b>	<p>A member of a comprehensive specialist customer focused advice team, ensuring specialist advice and input is provided where required.</p> <p>Provide specialist advice and input to commissioning and contract management.</p> <p>Prepare and present reports to committees or other internal or external meetings.</p>
<b>Processing and administration</b>	<p>Access and accurately update all relevant information systems, ensuring the "golden customer record" conforms to all verification and validation processes and in accordance with Data Protection principles and Council policy.</p>
<b>Strategy and policy</b>	<p>Support projects and contracts within own professional area that deliver community and corporate objectives. Provide specialist advice and input to corporate projects.</p>
<b>Performance</b>	<p>Implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the Council.</p> <p>Draft policies which respond to emerging legislation, best practice and guidance to ensure continuous development and improvement in services.</p>



### Specific Tasks

Understand strategy, performance and quality assurance standards and service/financial planning requirements for own specialist area.

### Qualifications

See Supporting Information – Key Knowledge, Qualifications and Skills

### Knowledge, Skills, Abilities and Experience

#### Senior Planning Policy Officer (Grade G):

- Good working experience and knowledge of specialist area
- Good working knowledge of legislation and developments in specialist area
- Proven ability to give sound advice and guidance on a limited range of cases, topics or issues
- Experience of casework, within Planning, some of which can be complex, and with some guidance and support of more experienced staff, occasionally referring to more senior staff for work outside previous experience
- Proven ability to enforce legislation where appropriate

#### Principal Planning Policy Officer (Grade H) (in addition to above)

- Very good working experience and knowledge of practices / methodologies of specialist area
- Very good working knowledge of legislation and developments in specialist area

#### Principal Planning Policy Officer (Grade I):

- More extensive technical working experience and knowledge of practices/ methodologies of specialist area
- Proven ability to give sound advice and guidance on a wider range of cases, topics or issues  
Experience of a range casework within specialist area, some of which can be complex, and with little guidance and support of more experienced staff, occasionally referring to Head of Service for work outside previous experience
- Proven ability to enforce legislation where appropriate

### Specialist Knowledge

See Supporting Information – Key Knowledge, Qualifications, Abilities and Skills.



<b>Special Requirements</b>	
<b>Emergency Planning</b>	This post will be on occasion required to take part in the Council's emergency planning training and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
<b>Election Duties</b>	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.  A separate payment for election duties will be made as determined by the regional Elections Committee.
<b>Political Restrictions</b>	These roles are politically restricted.  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'.  <i>See Politically Restricted Procedure note for more detail.</i>

<b>Standard Terms</b>	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and Council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work Act 1974. These responsibilities are laid out in the Council's Health and Safety policy and procedures.</li> <li>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; the Council expects all staff and volunteers to share this commitment.</li> <li>4. To support the Council's equality and diversity policies.</li> <li>5. To operate within the Council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the Council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time.</li> </ol>
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### **Competency Framework**

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:

**Maldon behaviours [competencies]:** see the framework in the Performance Review Toolkit for a full list behavioural indicator

#### **Core Competencies - All Workforce**



**Maldon District Council**  
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<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.

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**

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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**Supporting Information – Key Knowledge, Qualifications, Abilities & Skills**

The Council's operating model allows the simplification and standardisation of job descriptions. Fundamental accountability, expectations and ways of working are the same across specialist teams and are driven by a common set of values and behaviours. The table below outlines specific skills, experience and qualifications for detailed job titles in the new structure (this is *in addition* to relevant requirements in the job description).

<b>Role</b>	<b>Qualifications</b>	<b>Skills/Knowledge/Experience</b>
<b>Senior Planning Policy Officer (Grade G)</b>	<p>Educated to degree level in Planning or a relevant subject</p> <p>Eligibility to become a Member of a relevant professional body (e.g. Royal Town Planning Institute (RTPI), RICS) or equivalent body</p> <p>Evidence of CPD</p>	<p>Experience of service area delivery at all procedural stages and service operation</p> <p>Experience in working with Members, corporately with senior managers and externally with other delivery partners and / or customers.</p>
<b>Principal Planning Policy Officer (Grade H)</b>	<p>Educated to degree level in Planning or a relevant subject</p> <p>Eligibility to become a Member of a relevant professional body (e.g. Royal Town Planning Institute (RTPI), RICS) or equivalent body</p> <p>Evidence of CPD</p>	<p>Knowledge of legislation, guidance and regulations relating to development planning, development monitoring and implementation</p> <p>Understanding of the council's powers and responsibilities in relation to statutory built and natural environmental designations in the district</p> <p>Experienced in Local Plan and Neighbourhood Plan preparation and Local Plan examinations</p>
<b>Principal Planning Policy Officer (Grade I)</b>	<p>Educated to degree level in a relevant subject (e.g. Planning, Building Surveying)</p> <p>Eligibility to become a Member of a Royal Town Planning Institute (RTPI), RICS or equivalent body</p> <p>Evidence of CPD</p>	<p>In-depth knowledge of Town Planning, Local Plans/ Neighbourhood Plans and/ or strategic planning</p> <p>5+ years post qualification experience</p>

