

# MALDON DISTRICT COUNCIL

Princes Road  
Maldon  
Essex CM9 5DL

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



## **Planning Enforcement Officer (SD2315)**



<b>Job Title</b>	<b>Planning Enforcement Officer</b> <b>(E SCP 17-20)</b>
<b>Service Area</b>	<b>Service Delivery</b>
<b>Grade</b>	<b>E</b>
<b>Job Reference</b>	<b>SD2315</b>

<b>Reporting to</b>	<b>Responsible for</b>
Planning Enforcement Team Leader	None

<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 Planning Enforcement services.

<b>Role Purpose</b>
The postholder will be expected to work on their own caseload in a professional manner and within an effective time management system. The postholder will respond to and seek to resolve requests from external customers using technical knowledge, business rules, statutory guidance, systems and processes and following workflows in place. The postholder must ensure attention to detail, accuracy and excellent customer focus to deliver high standards of service and seek to resolve cases as quickly and efficiently as possible. The postholder will promote self-service where appropriate and ensure detailed and accurate records are kept using the appropriate corporate technology systems. The postholder will develop the range of skills, knowledge and in some instances, qualifications, required to undertake the role. The team will, at all times, ensure a professional, inclusive and helpful approach to customers.

<b>Key Accountabilities</b>
<ul style="list-style-type: none"> <li>Acting as lead case owner, personally owning the resolution of some complex cases, and assisting with the design and development of tools and guidance notes which enable the team to self-serve and widen their knowledge.</li> <li>Undertake enforcement work, developing customer service skills, increasing knowledge and skills over time.</li> </ul>



- Assist the efficient, effective and consistent processing and resolution of enforcement work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
- 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.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further self-service.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation to provide support for the escalation of service issues.
- Promoting new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing.
- Ensure outcomes meet legislative and professional standards.

<b>Ways of Working</b>	
<b>Customer Service</b>	<p>Resolve customer requests professionally, effectively and efficiently. Provide sound guidance and advice and ensure adherence to legislation and regulation. Develop and maintain good working relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement.</p> <p>Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.</p> <p>Working efficiently, professionally, paying attention to detail and following workflows when processing cases. Effective case management including handling related cases for a single customer, assessing risk, identifying potential fraud and working on more complex cases in conjunction with Enforcement Team Leader.</p> <p>Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the</p>



<b>Ways of Working</b>	
	delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction.
<b>Supporting corporate projects</b>	<p>Contribute to the Corporate Plan development and the development of associated plans and policies.</p> <p>Deliver agreed objectives and services associated with the Corporate Plan.</p> <p>Provide input into the corporate strategy, policy and programmes as required.</p>
<b>Performance</b>	Ensuring a focus on team performance.
<b>Budget management</b>	Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.

## Person Specification

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Good standard of education with a minimum of 5 GCSEs or equivalent experience.</li> <li>• Educated to NVQ level 3 / A Level standard or equivalent experience.</li> </ul>

<b>Knowledge, Skills, Ability, and Experience</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• An understanding of the relevant legislation and regulations applied to Enforcement.</li> <li>• Proven ability to understand and comply with legislation and regulations in day-to-day business.</li> <li>• Proven ability to analyse and respond to requests and understanding of when to escalate a case.</li> <li>• Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with or pass cases over to The Enforcement Team Leader</li> </ul>



## Knowledge, Skills, Ability, and Experience

- Solid understanding of case management approach and experience of dealing with more complex cases and providing multi-disciplinary support.
- Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers.
- Processing reports, responding to information requests, having a deep knowledge of the data required.

## Experience

- Some experience of working in a customer focused, service delivery role and good admin skills.
- Extensive experience (minimum 2 years) of working in a customer focused, service delivery role.

## Skills and ability

- Proven ability to be accurate, detailed and professional in approach to work.
- Proven ability to deliver high standards and good customer service.
- Strong ICT skills and proven ability to learn new systems quickly.
- Proven ability to analyse, problem-solve and respond to requests and understanding of when to escalate a case.

## Special Requirements

<b>Emergency Planning</b>	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.
<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.
<b>Political Restrictions</b>	This role is not politically restricted.
<b>Disclosure Barring Scheme</b>	This role does not require a DBS.



<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, etc. 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 and expects all staff and volunteers to share this commitment.</li> <li>4. To support the council's equalities 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:

<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.
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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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