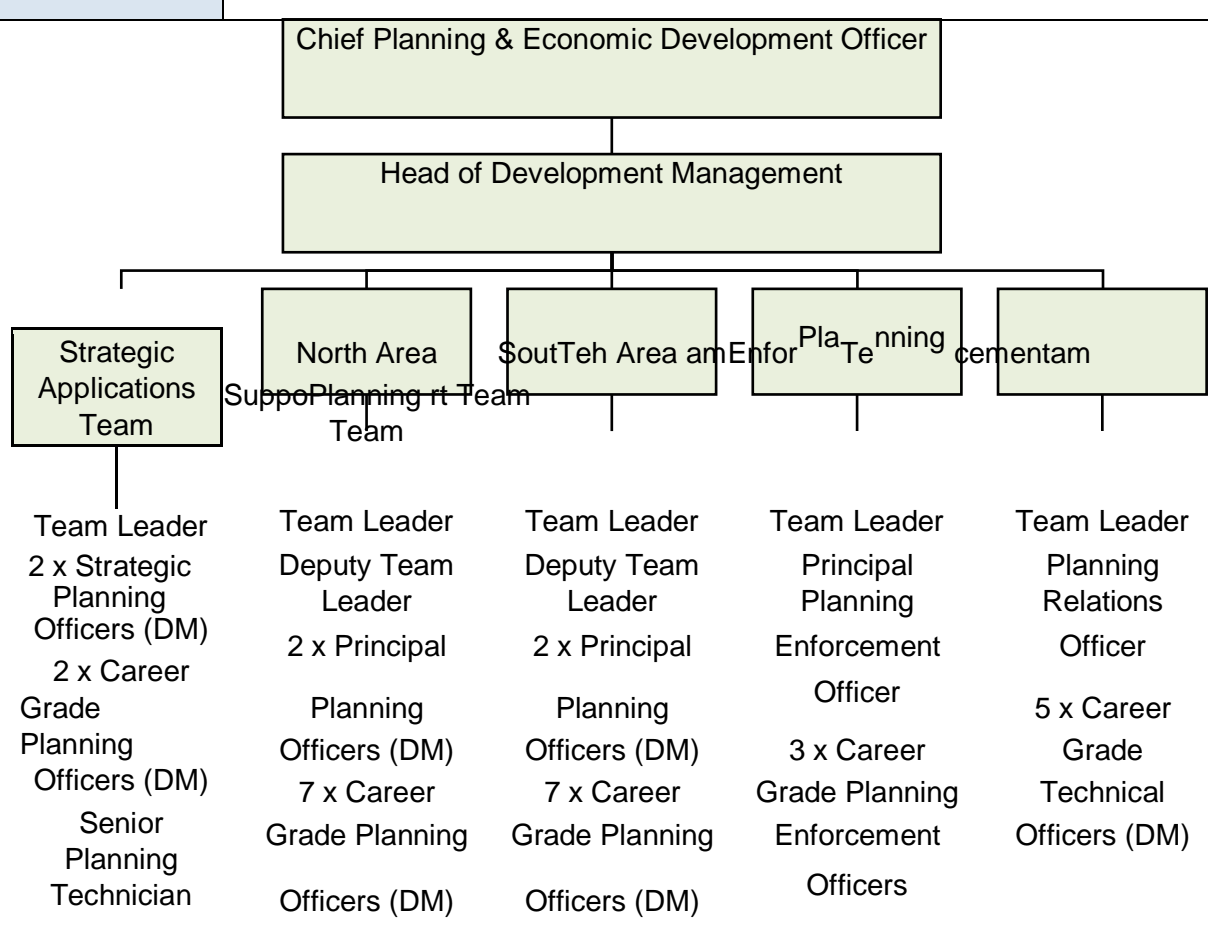


JOB DESCRIPTION

Job Title	Career Grade Technical Officer (Development Management) <i>See Person Specification for Job Title for each Career Grade Level</i>
Position Number(s)	TBC
Department	Growth and Place
Section Service Team	Planning & Economic Development Development Management Planning Support

DESIGNATION:

Responsible to:	Team Leader (Planning Support)				
Employees directly supervised (if applicable):	None or as directed by team leader				
Grade:	Sc4-SO2				
Family Tree:	 <pre> graph TD A[Chief Planning & Economic Development Officer] --> B[Head of Development Management] B --> C[Strategic Applications Team] B --> D[North Area Support Planning Team] B --> E[South Area and Enforcement Planning Team] B --> F[Planning Enforcement Team] B --> G[Development Planning Team] C --> C1[Team Leader] C --> C2[2 x Strategic Planning Officers (DM)] C --> C3[2 x Career Grade Planning Officers (DM)] C --> C4[Senior Planning Technician] D --> D1[Team Leader] D --> D2[Deputy Team Leader] D --> D3[2 x Principal Planning Officers (DM)] D --> D4[7 x Career Grade Planning Officers (DM)] E --> E1[Team Leader] E --> E2[Deputy Team Leader] E --> E3[2 x Principal Planning Officers (DM)] E --> E4[7 x Career Grade Planning Officers (DM)] F --> F1[Team Leader] F --> F2[Principal Planning Enforcement Officer] F --> F3[3 x Career Grade Planning Enforcement Officers] G --> G1[Team Leader] G --> G2[Planning Relations Officer] G --> G3[5 x Career Grade Technical Officers (DM)] </pre>				

1. JOB PURPOSE:

Through the provision of competent Development Management technical support skills, make a significant contribution to the regeneration of the borough through the provision of high-quality Development Management and other planning services.

2. DESCRIPTION OF DUTIES:

Support the service generally and Development Management in particular in delivering planning services to meet your own performance management and quality targets.

Support the service in ensuring planning fees and other sources of income are correctly calculated and processed.

Promote customer satisfaction when delivering services.

Develop the full range of technical skills and knowledge to satisfy the requirements of the post.

Provide technical/administrative support to the planning service as necessary, including: the efficient processing of planning applications, pre-application submissions, enforcement inquiries and planning appeals, including the efficient servicing of planning committee, issuing CIL notices, street naming and numbering and (if directed) the processing of simple planning applications (eg adverts, householders, Certificates) to recommendation.

To provide technical planning advice to the public both verbally and in written form.

Raising and payment of invoices.

Be aware of the relevant statutory provisions and the Council's constitution, processes and procedures.

Assist in responding to Member enquiries as directed.

Take individual and collective professional responsibility as a team member for championing the Council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes and commit to continually developing personal understanding of diversity.

Be prepared to attend evening and weekend meetings (eg committees & events within the borough) and from time to time work hours required to meet pressing deadlines that may exceed contracted hours.

Ability to carry out required site visits.

Civil and Other Emergencies

Managers

To support the Council's role in planning for and responding to civil and council emergencies using skills/expertise of the post holder and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans.

To ensure service continuity plans are in place for all the business units you manage that will enable them to deliver essential services following a business disruption and, where requested, ensure your service is prepared to respond to the needs of the community following an emergency.

Officers

To support the Council's role in planning for and responding to civil and council emergencies using skills/expertise of the post holder, and in accordance with council emergency procedures. To provide emergency contact details for the purposes of emergency and service continuity plans.

I.T.

To use the Council's office-based and mobile IT services for the input, access and transmission of information using the appropriate level of information security and classification through the use of electronic mail, diaries, word-processing, spreadsheets and databases as well as any specific jobrelated applications as required to carry out the duties of the post.

Information Management

Managers

To ensure the Council's data quality and information rights compliance by managing the administration of information, application systems, technology and staff so that the business unit complies with the Council's Information Management related policies.

To ensure adequate guidance is available to business unit staff through the production and maintenance of documented procedures and processes supported by relevant training.

During audits, to be able to demonstrate compliance with policies by the production of satisfactory supporting evidence.

Officers

To comply with information rights legislation and the Council's data quality standards by applying information management related policies.

To report instances of non-compliance, errors, omissions or inadequacies in procedures to the business unit manager.

Equal Opportunities

To know and adhere to the Council's equal opportunities policy and equalities legislation and implement in relation to job responsibilities in employment and service delivery. **Health and Safety**

Managers

To be fully familiar with the Council's Safety Policy and Codes of Practice and guidance relating to their area of work and ensure that all duties and responsibilities are discharged in accordance with them.

To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work in accordance with Health and Safety legislation.

To co-operate with the Council in so far as it is necessary to enable it to comply with its duties under relevant Health and Safety legislation.

To be responsible for, under the direction of the Assistant Director, the risk assessment of officers' health and safety within their service area whilst at work and any other person's health and safety who may be affected by this undertaking for the purpose of identifying the measures they need to take to comply with the requirements and prohibitions imposed upon him/her by or under the relevant statutory provisions, regulations, approved code of practice and guidance.

Officers

To take reasonable care for his/her own health and safety and any other person(s) who may be affected by his/her acts or omissions at work, in accordance with the Health & Safety legislation.

To co-operate with the Council insofar as is necessary to enable it to comply with its duties under relevant health and safety legislation.

Smartworking

Work under the council's smartworking policy and timesheet to assist in providing value for money to clients.

Safeguarding of Children, Young People and Adults (for all front line staff in Children's Services and Adult Social Care)

To be aware of and work in accordance with the Council's child and adult protection policies and procedures in order to safeguard and promote the welfare of children and adults and to raise any concerns relating to such procedures which may be noted during the course of duty.

For further information on whether a Standard or Enhanced Disclosure check is required, managers should refer to Disclosure and Barring Scheme information on the HR policies and procedures section of the SmartHR intranet site.

Continue on separate sheet if necessary.

I agree to the above job description

Post Holder

Date

Director / Chief Officer

Date



SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Career Grade Technical Officer <i>See below for Job Title for each Career Grade Level</i>
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Conditions to note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It's essential that you give at least one example of your ability to meet each of the 5 Values and Behaviours: Responsive, Innovative, Collaborative, Enterprising and Serving our Public.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The London Borough of Hammersmith and Fulham and have identified 5 key behaviours and values which should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities</p> <p>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
Career Grade Level 1 Technical Officer	
B1	<p>Qualifications:</p> <p>Essential: See Career Grade scheme</p>
C1	<p>Knowledge:</p> <p>From a Development Management perspective, an appreciation of current issues & developments affecting planning, regeneration & local government in London (desirable)</p> <p>From a Development Management perspective, an appreciation of main central government & development plan policy issues (desirable)</p> <p>From a Development Management perspective, an appreciation of planning and related legislation (desirable)</p> <p>From a Development Management perspective, an appreciation of the operation of local government (desirable) Experience:</p> <p>Experience of providing a support function to a Planning Service (desirable)</p> <p>Familiar with specialist IT systems such as Uniform or other planning related software</p> <p>Experience of appeals administration (desirable) Skills and abilities:</p> <p>Developing ability to read and scale drawings and appreciation of planning</p>

	<p>Customer care awareness</p> <p>Appreciation of team working</p> <p>Experience of working in an office environment, including the appropriate use of information technology</p> <p>Time/priority management: developing ability & understanding of techniques</p> <p>Resilience and ability to work effectively when under pressure: appreciation of the strategies needed</p> <p>Logical thinker with attention to detail</p> <p>Writing: display general level of ability in letter & report writing; exhibit a clear & comprehensible writing style in line with Plain English principles Verbal communication: effective in most situations</p> <p>Presentation skills: developing ability</p> <p>Listening, questioning and reasoning ability</p> <p>Polite, helpful & building confidence</p>
<p>Career Grade Level 2 Senior Technical Officer</p>	
<p>B2</p>	<p>Qualifications:</p> <p>Essential: RTPI accredited postgraduate degree</p> <p>Membership (or working towards membership) of RTPI or RICS (Planning & Development)</p> <p>Evidence of significant relevant Continuing Professional Development (CPD)</p> <p>Management training</p> <p>Desirable: Management qualification (eg Certificate, Diploma or MBA)</p>
<p>C2</p>	<p>Knowledge:</p> <p>From a Development Management perspective, an understanding of current issues & developments affecting planning, regeneration & local government in London</p> <p>From a Development Management perspective, an understanding of main central government & development plan policy issues</p> <p>From a Development Management perspective, an understanding of planning and related legislation</p> <p>From a Development Management perspective, an understanding of the operation of local government</p> <p>Experience:</p> <p>Experience of working within Development Management (desirable)</p> <p>Competent with specialist IT systems such as Uniform or other planning related software</p> <p>Experience of appeals administration</p> <p>Skills and abilities:</p> <p>Ability to read and scale drawings and understanding of planning</p> <p>Customer care understanding</p> <p>Developing ability at working in teams</p> <p>Effective level of general and basic level of specialist (eg Uniform) IT skills</p> <p>Time/priority management: effective in most situations</p> <p>Resilience and ability to work effectively when under pressure: appreciation of the strategies needed</p>

	<p>Logical thinker with attention to detail & ability to analyse & weigh issues</p> <p>Writing: display general level of ability in letter & report writing; exhibit a clear & comprehensible writing style in line with Plain English principles Verbal communication: effective in most situations</p> <p>Presentation skills: developing ability</p> <p>Negotiation: developing ability & understanding of techniques; clear listening, questioning and reasoning ability</p> <p>Polite, helpful & confident</p>
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Your skills and ability are important however, we recruit as much for attitude as we do experience.

We are looking for people who have the following attributes:

Complex problem-solving: The ability to work within a complex system and find simple solutions and outcomes that deliver real change.

Critical thinking: The ability to challenge the norms through evidence-based approaches using both numerical and critical reasoning and thinking. You can rationalise decision-making and form views quickly and soundly from a range of sources.

Creativity: You take approaches that demonstrate how doing things differently and creatively changes the dynamic in situations. You can apply creative solutions that deliver hard outcomes.

People management: You can get the best out of people. You have a coaching-style and drive through a commitment to personal and professional development. You are clear in your expectations and have exception feedback from your team about their working environment. You recognise and support people as individuals.

Coordinating with others: You have the knack of working well with others. You have an appreciation of your own presence and approach and can demonstrate how you have developed and continue to develop how you work with others. You will also can recognise how others work, think, and feel to get the most out of collaboration.

Emotional intelligence: You have a high degree of self-awareness and self-regulation in a wide range of situations from one-to-one conversations to team and group dynamics. You can recognise motivating factors and demonstrate empathy appropriately applying a wide range of adaptive social skills.

Judgement and decision making: You can take rational and evidence-based decisions and take responsibility for your decisions and actions. Where there is ambiguity or a lack of evidence you can demonstrate the ability to understand the environment and show flexibility in applying your judgement.

Negotiation: You can demonstrate an understanding of the range of skills and techniques required to successfully negotiate with a range of other partners. This includes understanding how to structure and undertake successful negotiation on an organisational-wide level.

Service orientation: You must be unequivocal in your commitment and drive for outstanding service delivery. Both in terms of the quality of products and work delivered as well as the achievement of objectives. You and your team can demonstrate how your overall contribution to the organisation and service delivers to our organisational aims and objectives.

Cognitive flexibility: The ability to recognise the environment in which you work and adapt and shift to this environment to maximise your own personal achievement and lead others in the same approach. Applying cognitive flexibility to situation of significant change and transformation.

Who we are

How we act defines who we are. At the heart of our organisation is a common approach to defining 'who we are'. We are looking for people who can build this into everything they do.



OPERATION OF CAREER GRADE

Job Title:	Career Grade Technical Officer <i>See below for Job Title for each Career Grade Level</i>
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The qualification, experience and competence criteria are set out below:

Salary Scale	Required Qualification, Experience & Competences
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Career Grade Level 1 Technical Officer

Scale 4	<ul style="list-style-type: none"> Educated to sufficient level to carry out all the duties of the post Satisfactory aptitude to be able to perform at a satisfactory level within an office environment Assessment of competence against Job Description & Level 1 Person Specification
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Progression subject to assessment by Team Leader & Service Manager

Scale 5	<ul style="list-style-type: none"> Educated to sufficient level to carry out all the duties of the post Sufficient knowledge and/or experience of work within an office environment (preferably within Planning Technical Support) to be able to perform at a satisfactory level Assessment of proficiency against the Job Description & Level 1 Person Specification Past performance against targets (for internal assessments only)
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Progression subject to assessment by Team Leader & Service Manager

Scale 6	<ul style="list-style-type: none"> Educated to sufficient level to carry out all the duties of the post At least 2 years' experience within Planning Technical Support Assessment of high achievement against Job Description & Level 1 Person Specification & progress towards Level 2 Person Specification Past performance against targets (for internal assessments only)
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Career Grade Level 2 Senior Technical Officer

Progression subject to formal interview & assessment

SO1	<ul style="list-style-type: none"> Educated to sufficient level to carry out all the duties of the post At least 4 years' experience within Planning Technical Support Assessment of competence against Job Description & Level 2 Person Specification Past performance against targets (for internal assessments only)
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Progression subject to assessment by Team Leader & Service Manager

SO2	<ul style="list-style-type: none"> Educated to sufficient level to carry out all the duties of the post At least 6 years' experience within Planning Technical Support Assessment of high achievement against Job Description & Level 2 Person Specification Past performance against targets (for internal assessments only)
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Entry criteria

An officer's starting Salary Scale entry point will be based on both qualification and experience at the time of employment, in addition to an assessment of their competence against the Job Description & the

appropriate Level of the Person Specification. These entry requirements are defined in the table above for each Salary Scale band. Officers will normally start at the bottom of the Salary Scale band that they qualify for.

Progression each year

Decisions on annual progression up the Spinal Points within a Salary Scale band takes place in the normal manner and is unaffected by this career grade scheme.

Assessments to move up to the next Salary Scale band will take place in March of each year alongside the council's Annual Appraisal process so that, if awarded, the new salary level can be paid from 1 April. If there is a delay in carrying out assessments, any promotion that is awarded will be backdated to 1 April.

An officer who starts employment with the Council between 1 April and 30 September in any year can apply to move in the following March for commencement on 1 April; that is between 6 to 12 months from their start date. An officer who starts employment with the Council between 1 October in one year and 31 March in the following year can apply to move in the subsequent March for commencement on 1 April; that is between 12 to 18 months from their start date.

Officers should only apply to move when they are confident that they have achieved all of the appropriate criteria for the next band (as set out in the table above) as only one application to move to the next Salary Scale band can be made in any 12-month period. The scheme will only allow an officer to move to the next Salary Scale band, it does not allow them to jump a Salary Scale band.

Progression within the Career Grade levels

Movement from Salary Scale 4 to 5, 5 to 6, or from SO1 to SO2 will be based on:

- confirmation that an officer has reached the necessary level of qualification and experience;
- an explicit assessment, by their Team Leader, of high achievement against the requirements of the Job Description and Person Specification and satisfactory progress towards the requirements of the relevant Person Specification; and
- that a satisfactory level and quality of work has been produced over the previous year.

This assessment has to be agreed in writing by the Service Manager. Any appeal against these decisions will be to the Head of Planning, whose decision will be final.

Progression between the Career Grade levels

Movement from Salary Scale 6 to SO1 will be based on a formal interview. It will generally be with their Team Leader, the Service Manager and a representative from HR. It is also likely to involve testing. Essentially it will be the same process as applying for the post in response to an advert. A decision to allow an officer to move will be based on:

- confirmation that they have reached the necessary level of qualification and experience;
- an assessment of demonstrated competence against the requirements of the Job Description & relevant Person Specification; and
- that a satisfactory level and quality of work has been produced over the previous year.

Any appeal against these decisions will be to the Head of Planning, whose decision will be final.