

Epsom & Ewell Borough Council

Role Profile

Role Title:	Business Development Officer (Development Management and Building Control)
Job Family:	Technical
Service:	Planning
Location:	Town Hall
Reporting To:	Technical Validation Supervisor

Role Purpose:	To provide effective service delivery of all of the functions of the council's planning service.
<i>Why the role exists and its contribution</i>	As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture

Main Duties and accountabilities

Service Specific	<p>Co-ordinate business lead and validation assistant functions to ensure that all types of work are completed to bring capacity where needed</p> <p>Provide quotations of fees for building control inspections, planning applications, pre-app fees, and PPA processing and fees</p> <p>Raise invoices and checking all payments are made prior to any completion notices</p> <p>Manage and maintain the building control register</p> <p>Book building control inspections</p> <p>Ensure the accuracy of data on the uniform system, cleansing data and closing duplicate files</p> <p>Manage the building control inbox and the CRM queue for planning and building control</p> <p>Providing information for responding to complaints</p> <p>Assist with duty officer enquiries including validation queries</p> <p>Book rooms for hearings and inquiries on events and facilities in the community for events</p> <p>Ordering materials required for consultation events, working closely with</p>
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	<p>the corporate communications team</p> <p>Set up statutory consultations for demolition site/buildings</p> <p>Allocate work to external Building Control Plan Checker Services</p>
<p>Generic Duties</p>	<p>Delivery</p> <ul style="list-style-type: none"> • Achieves individual targets and objectives to support the delivery of service plans • Provides work statistics to section timescales. • Maintains a good knowledge of service in order to give correct advice to customers. • Deals with enquiries regarding service related matters • Ensures an efficient service is given whilst being polite, courteous and understanding • Complies with the Council's complaints procedure <p>Process</p> <ul style="list-style-type: none"> • Adheres to service related processes and manages workload to deliver services • Constantly review procedures to ensure efficient working • Keeps abreast of changes to service related legislation • Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations <p>One Team</p> <ul style="list-style-type: none"> • Communicates in a clear and concise manner • Liaises with other services across the Council • Liaises with outside bodies where necessary • Contributes to effective teamwork

<p>The key decision making areas in the role</p>
<p>Giving correct advice on planning and building control processes, fees and requirements of</p>

<p>the local planning authority which shapes the customer experience</p> <p>Business focused - making quick effective decisions that balance the customers' requirements with the requirements of the service and organisation</p> <p>Responding to FOI requests</p> <p>Completing planning decision notices</p> <p>Responding to CRM and telephone enquires</p> <p>Managing customer comments on planning applications to ensure that sensitive material is redacted and maintaining strict confidentiality at all times adhering to current GDPR legislation and service guidelines on the use of data.</p>
<p>Customers and contacts</p>
<p>Applicants, appellants, statutory consultees, solicitors, builders, the planning inspectorate, government agencies, and staff within the Council.</p>

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Shared responsibility for income generation of approximately £750k annually • Raises purchase orders for placing statutory notices • Reconciles payments for areas dealt with by the business admin hub 	<ul style="list-style-type: none"> • Dealing with unhappy members of the public/developers/Members who are aggrieved by the service and/or planning decisions • Dealing with search agents and solicitors with expectations of immediate service

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
A good standard of education with high levels of numeracy and literacy	E	X	X
Level 3 Certificate in Technical Relevant Areas of Building Control or Planning	D	X	X
Knowledge and Experience			
Extensive proven experience of providing a high standard of customer care in a fast-paced environment with substantial experience of working in a customer focused planning service	E	X	X
Skills			
Proven track record of providing a high level of attention to detail in operational planning & building control management	E	X	X
Strong problem identification and problem resolution skills with proven ability of taking ownership and delivering a satisfactory resolution for all parties	E	X	X
Ability to deliver projects on time and within resources	E	X	X
Excellent statistical and analytical skills with proven experience of interrogating data	E	X	X
Highly IT literate with proven ability of using the Uniform systems	E	X	X
Strong communications skills with the ability to negotiate and influence in demanding environments, including presentation and report writing.	E	X	X
Ability to positively contribute to the corporate service delivery as part of the one team Council approach	E	X	X
Proven ability of using an innovative, creative and flexible approach to ensure efficiency and productivity remain high in a fast moving and changing environment	E	X	X
Ability to make quick effective decisions under pressure that balance the customers' requirements with the requirements of the service and organisation	E	X	X
Understanding of budgets and constraints	E	X	X
Additional Requirements			
Must be legally entitled to work in the UK	E	X	X