



Job Description

Service:	Planning Services
Job title:	Planning Enforcement Apprentice (Planning Enforcement Team)
Grade:	C
Hours of work:	37
Responsible to:	Planning Enforcement Team Leader
Responsible for:	No members of staff
Direct reports:	N/a
Indirect reports:	0
Budget:	N/a

Purpose of Post:

To assist with the delivery of the Council's Planning Enforcement Service in accordance with Government guidance and legislation. Responsible for managing a case load, providing technical and administration support to the planning enforcement team.

To undertake a variety of planning related tasks, ensuring positive planning outcomes, making sure planning legislation and policy is adhered to, effectively safeguarding the local environment in a timely fashion.

Key Deliverables:

Main duties and responsibilities are:

1. To investigate minor planning enquiries and complaints to a conclusion in accordance with statutory, national and local requirements.
2. To research and compile information on a variety of planning issues from multiple sources to inform site history checks for officers within the enforcement team.
3. Respond to enquiries both from internal and external customers, including timely responses to consultations to varying licence application types from internal Council departments.
4. To prepare documents of varying complexity.
5. Respond to paid applications for historic condition compliance checks and to confirm the discharge of planning conditions.
6. To provide support to officers with the assessment and determination of enforcement matters and prepare legal and appeal documents as required.
7. Monitor the planning enforcement team inbox, register, allocate and initially respond to enforcement investigations received.
8. To maintain the statutory Enforcement register for the Council;
9. Deliver an effective and appropriate service to all service users, and ensure all work is carried out to meet defined performance indicators.
10. To represent the Council where appropriate in a professional manner that safeguards the reputation of the Council; promoting a positive perception of the service and developing a culture of providing excellent customer care to all service users.
11. To establish and maintain credible and effective working relationships, both internally and with external organisations.
12. To undertake any other duties from time to time commensurate with the grade and responsibilities of the post.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable to respond to other duties that may be required from time to time and the changes and developments within the team and wider Planning Service.

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p>	<p>Essential</p> <ul style="list-style-type: none"> • Ability to use IT systems (Word and Excel in particular) • Good oral and written communication skills • Good interpersonal skills • Understanding of confidentiality and data protection • A Level's or equivalent. (incl. English and Maths) <p>Desirable</p> <ul style="list-style-type: none"> • Good negotiating skills. • Knowledge of advice and support services likely to be relevant to the Service's customers. • Educated to A' Level standard or equivalent.
<p>Experience</p> <p>Experience the person would need to do the job</p>	<p>Essential</p> <ul style="list-style-type: none"> • Strong customer focus • Prioritising/managing conflicting demands <p>Desirable</p> <ul style="list-style-type: none"> • Experience of dealing with members of the public, including over the telephone and face to face. • Experience of dealing with people facing difficult circumstances who may be distressed. • Experience of working in housing or a related environment.
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p>	<p>Essential</p> <ul style="list-style-type: none"> • Clear and concise written and spoken communication skills • Ability to present written information in a structured and balanced way appropriate to the needs of the reader. • Enthusiastic and positive attitude • Commitment to customer care • Commitment to best practice • Ability to work well in a team

	<ul style="list-style-type: none"> • Ability to respond and be re-active to shifting priorities at short notice • Ability to demonstrate a caring and empathetic attitude whilst maintaining professionalism. • Positive attitude to professional and personal development • Professional appearance and manner • Solid literacy and numerical skills • Ability to follow instruction but also use initiative and work independently where required • Attention to detail • Problem solving and research skills • Good interpersonal skills, displaying tact and discretion • Adaptable and flexible <p>Desirable</p> <ul style="list-style-type: none"> • Ability to negotiate to achieve positive outcomes. • Knowledge of Council procedures
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>The post holder will be required to apply learnt knowledge on legislation and Council Policy to the circumstances of customers, so that they can give reasoned and appropriate advice to help resolve their housing difficulties.</p> <p>An awareness of safeguarding issues is an important consideration when analysing information and making decisions and so any decisions reached must therefore have due regard to the Council's safeguarding policies and practices.</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Delivers what they have agreed with colleagues and with customers. • Develops and maintains productive relationships with internal and external customers

	<ul style="list-style-type: none"> • Seeks to understand the underlying need when being assigned work/asks questions • Takes action to exceed customer expectations where possible. • Is aware of own emotions and manages them for maximum influence during contacts with customers, colleagues and partner agencies. • Advocates customer satisfaction as a key value for themselves, the team and the council. • Deals effectively with dissatisfied customers. • Seeks to exceed customer expectations • Friendly, approachable, and polite, but able to be assertive when required. • Internal customer contact 60% • External customer contact 40%
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Is prepared to adapt their approach to overcome obstacles. • Responds constructively to a change in agenda or priorities. • Revisits their decisions when presented with new information. • Re-prioritises appropriately when faced with a change in requirements • Ensures the effective and efficient use of time and resources • Able to schedule tasks to ensure deadlines are met • Ability to deal with a wide variety of people and to deliver activity through others • Ability to work on own initiative as well as contribute within a team • Observes strict confidentiality • Desire to learn and gain experience
<p>HDC values</p>	<p>The values outlined below reflect our collective positive attitude and how all</p>



staff are expected to work together as one team.

Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.

Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.

Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.

Respectful: We respect people's differences and are considerate to their needs.

Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.