

## EAST CAMBRIDGESHIRE DISTRICT COUNCIL

### JOB PROFILE

JOB TITLE:	PLANNING SERVICE DEVELOPMENT AND SUPPORT TEAM LEADER	POST NO:	PLN067
REPORTS TO:	PLANNING MANAGER	GRADE:	7
Service:	PLANNING	DATE:	May 2024

#### **Purpose**

To lead, plan and be responsible for service development, the technical support service and customer services interface. To develop service standards, policies and strategy, and oversee projects to drive continuous improvement, adoption of best practice, digital tools and ensure effective communication with stakeholders.

#### **Principal Accountabilities**

1. To develop, plan and deliver the Planning Service improvement plan, collaborating with the wider team to identify operational efficiencies and enhance the customer experience.
2. To oversee projects and programmes relating to service improvements, communicating with key internal and external stakeholders.
3. Drive innovation, creative thinking and alternative ways of delivering outcomes - using appropriate digital tools and performance data.
4. To manage the Planning Department technical support administration/customer care teams which provide advice, guidance and assistance to internal and external clients. To ensure applications are processed, examined, determined and assessed for fees within the relevant periods required by legislation.
5. To manage the systems and procedures for the administration of planning applications from submission to decision within agreed timescales.
6. To support the Planning Manager in the development and delivery of wider strategic work, collaborating and influencing in the design and delivery of the planning service and seeking out opportunities to improve (either commercially or with respect to performance).
7. To develop and manage monitoring and research systems, including regular caseload management information and bespoke reports for the section to enable continuous improvement and proper performance management across the service.
8. To identify and bid for funding opportunities including but not limited to digital improvements, training, best practise processes.
9. To identify, create and review procedures for the planning section in light of legislation changes and service improvements.

10. To manage the preparation of Planning Performance Committee Reports and organise and facilitate the delivery of the Quarterly Agents Forum; including training events for local agents, Parish Councils and as required, elected Members.
11. To motivate, support, train, develop and appraise the staff to maximise their efficiency, effectiveness and job satisfaction.
12. To carry out other duties of a reasonable nature as may be required by the Planning Manager.
13. To participate in training and exercises in support of the Council's preparations for responding to civil emergencies in the District.

**Special Conditions**

To work outside office hours (on an irregular basis) to meet the needs of the service as required for which time off in lieu will be given in complete recompense.

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Business Travel (Cross): Lease Car  Essential User  Casual User

Fraud and Corruption Checks  DBS - Disclosure