



Planning Service Development and Technical Support Team Leader

Post number: PLN067

Grade: Scale 7

Date: May 2025

Service area: Strategic Planning and Development Control

Reports to: Strategic Planning and Development Control Manager

Job profile

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.

Dimensions

The post holder will report to the Strategic Planning and Development Control Manager.

Main duties and responsibilities

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 Strategic Planning and Development Control 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 Strategic Planning and Development Control 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

The post is full time (37 hours) and permanent.

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.



East Cambridgeshire
District Council

Pre-employment checks

None

Business Travel

Casual car user



Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
Business, management, degree or demonstratable experience of project, programme or change management	Essential	Application
Any relevant professional qualifications in planning and related planning services	Essential	Application
Business Administration professional qualification e.g. MBA	Desirable	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Experience of leading wide-ranging service and behavioural change projects and ability to lead best practice ways of working and continuous improvement	Essential	Interview
Experience in dealing with the general public and written/oral enquiries	Essential	Interview
Experience of successfully bidding for funding to improve services	Essential	Interview

Knowledge, skills and abilities



Description	Essential or desirable	Assessed through the application form or through the interview
Detailed technical knowledge of planning policy and processes	Essential	Interview
Awareness of the issues and legislative changes facing planning	Essential	Interview
Proven working knowledge of Microsoft Office products and good digital literacy, detailed knowledge of CAPS/Uniform	Essential	Interview
Detailed knowledge of project and programme management tools and approaches	Essential	Interview
Detailed knowledge of business improvement tools and techniques	Essential	Interview
Knowledge of culture and behaviour change and change management techniques	Essential	Interview
Understanding of service planning, delivery needs and targets	Essential	Interview
Understanding of the workings of, complex organisations and the challenges they raise in respect of the financial, legal and political arenas	Essential	Interview
General administration and numeracy, with knowledge of budget and financial management	Essential	Interview
Excellent communication skills including strong report writing and presentation skills	Essential	Application
Ability to persuade, influence and negotiate at all levels and across different stakeholders. Strong and effective interpersonal skills in groups, teams and one-to-one situations	Essential	Interview
Excellent management skills to lead by example, manage, motivate and coach a large team.	Essential	Interview
Excellent problem solving, ability to assimilate and analyse information quickly, identifying issues, priorities and implement solutions	Essential	Interview



Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Customer focussed and driven to deliver high quality services to both internal and external clients	Essential	Interview
Creative thinker, open minded, adaptable and flexible to meet changing service, member and customer demands	Essential	Interview
Confident, assertive and decisive	Essential	Interview
Strategic, progressive and innovative thinker	Essential	Interview
A commercially minded, positive and proactive approach to work	Essential	Interview
Self-motivated and high performing, seeking out opportunities to improve processes, ways of working, and service quality.	Essential	Interview
Ability to positively engage with and support elected Members and be politically aware	Essential	Interview
A corporate approach that promotes a positive and professional image of the service.	Essential	Interview