

"To secure the Economic, Social and Environmental Wellbeing of the Vale"

Technical & Expert (Job Family)	level 4 model	Tier: 2	Grade: TE4
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This job family provides a range of professional, technical and expert advice and services to both internal and external customers

Role Purpose and Commercial Focus	Knowledge, Skills & Experience
<p>Provides a commercial, customer focused and cost-effective service to internal or external customers. Jobholders will strive to exceed customer expectations; analyse, manage and take calculated risks based on technical expertise; build and maintain effective working relationships with others; and actively develop and support initiatives that improve services. New commercial opportunities identified through contact with customers, will be actively pursued. Jobholders will provide technical, professional, commercial and/or expert advice and guidance to customers in a specialised field. Jobholders will provide a range of more complex commercial services, including complex advice and guidance to customers. This will include interpretation of situations or problems and adapting and developing innovative solutions in order to provide expert service, advice or guidance. Direction of team members may be required (either direct supervision or within a multi-professional team). Jobholders will need to have a detailed grasp of involved practices and procedures and be able to work out problems or devise new commercial approaches from first principles. This knowledge will be gained through formal professional training and extensive practical work experience – usually leading to a professional qualification.</p>	<ul style="list-style-type: none"> ▪ The jobholder needs a thorough knowledge of complex techniques and procedures for specialised systems, including the use of equipment and software. ▪ Knowledge of customers, market and competitors. ▪ The job holder needs to be able to make changes from first principles. ▪ A sound knowledge is usually gained through extensive experience in similar roles or other roles where knowledge and skills are transferable. ▪ Formal training/qualifications (typically Level 4/5 or equivalent) may be applicable, including literacy, numeracy and IT skills. ▪ Skills in this area need to have a technical bias and postholders need to be able to demonstrate an excellent level of expertise.
Organising and Forward Focus	Communicating & Influencing
<ul style="list-style-type: none"> ▪ The work involves activities and tasks that are specific in nature and objectives. ▪ The work involves record keeping and processing of technical and customer information ▪ There is a requirement for forward planning – the normal focus is on weeks and months ahead but there is a contribution to longer term development. ▪ The jobholder is required to plan and organise their own workload to ensure deadlines and priorities are achieved. ▪ The jobholder may supervise other employees including organising work schedules, controlling delegated resources and managing performance in order to achieve specific short term results. 	<ul style="list-style-type: none"> ▪ Communication is generally more than the straightforward exchange of facts/information. ▪ Effective communication with internal and external customers is a key requirement of the role ▪ Ability to resolve a range of issues (sometimes complex and/or contentious) with customers or colleagues. ▪ Ability to challenge poor performance and behaviour. ▪ Ability to gives regular and consistent feedback on performance supporting team in the application of any learning.
Scope of Role	
<ul style="list-style-type: none"> ▪ The jobholder has considerable latitude to consider how problems should be solved and how procedures need to be interpreted to achieve the right result, ensuring that issues are resolved in a commercially minded way. ▪ There will be a wider range of complex problems where the jobholder will need to establish the nature of the problem and decide on the best course of action by adapting existing or devising new approaches. ▪ Ideas for innovative solutions will be actively pursued. ▪ The role is subject to managerial direction. 	<ul style="list-style-type: none"> ▪ Provides a service of an interpretative or advisory nature to either internal or external customers within a commercial environment. ▪ The role has a wide variety of activities with clear short and medium term objectives. ▪ The role requires a "one council" approach to cost effective and commercial service delivery. ▪ Jobholders will determine their own priorities and are permitted to deviate from established procedures as long as end results meet standards required.



Job Title	Development Officer (PL)	Tier: 2	Grade: TE4
Reports To	Development Team Leader		

Responsibilities

The postholder will work within a multi-disciplinary development team providing an efficient high quality planning service to applicants. The postholder will be expected to provide detailed advice, guidance and information to internal and external stakeholders on planning schemes and proposals and research, evaluate and prepare delegated and committee reports as well as appeal statements.

In addition they will support Principal Officers and managers to develop and deliver planning services, delivering pre-application and planning performance agreements that generate income, streamline processes and generate efficiencies.

Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under a degree of managerial control.
- Given objectives and resources jobholders at this level are expected to 'get on with the job' with minimal supervision. Management is generally by reviewing end results on a regular basis.
- The jobholder will have considerable latitude to deviate from established procedures and practices in order to deliver a commercial, customer focused service. They will be expected to organise their own workload around customer needs and commercial priorities.
- Jobholders will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.

Role Specific Skills/Knowledge

- Level 4/5 qualification in Town Planning (or a related discipline) and experience in town planning.
- Eligible for (or ability to achieve) corporate membership of the Royal Town Planning Institute
- Sound knowledge and experience of handling planning applications, appeals and enforcement matters.
- The ability to take responsibility for the management of specific work streams as directed, delivering these to a high standard.
- Experience of working with a wide range of stakeholders, including working closely with elected members and the development industry.
- Ability to understand legislation and good practice guidance and to translate this to working practices
- Demonstrable skills in research, analysis, problem solving and negotiation.

Corporate Expectations

- Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

Specific Accountabilities

Staff	none
Financial	none

Role Specific Requirements

Hours	37
Working practices	N/A
Specific conditions	Full UK driving licence required
Uniform/PPE etc.	PPE provided as required
DBS checks	N/A
Safeguarding level	?
Date prepared	30/01/17

Note: none of the descriptions contained in this Role Profile should be considered to amount to an exhaustive list of duties and are subject to change to meet the needs of the business.