

“To secure the Economic, Social and Environmental Wellbeing of the Vale”

Technical & Expert (Job Family)

level 5 model

Tier: 2/3

Grade: TE5

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 customers; and actively develop and support initiatives that improve services and commercial advantage. Jobholders will provide a technical, professional or expert service including providing advice, guidance and commercial services to customers in a specialised field. Jobholders will provide a range of complex services and advice and/or guidance to customers. This will include interpretation of situations or problems and adapting and developing innovative solutions in order to provide the service within a commercial environment. Roles will have a wider focus and responsibility for the longer term service and commercial development and planning of the function based on customer insight, financial data, professional developments and the corporate vision. 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 technical or professional training and extensive practical work experience – usually leading to a professional qualification.</p>	<ul style="list-style-type: none"> ▪ The jobholder needs theoretical and authoritative 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 an academic understanding or extensive experience in similar roles or other roles where knowledge and skills are transferable. ▪ Formal training/qualifications (typically Level 5 or equivalent) may be applicable. ▪ 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 a wider range of projects and activities that have broader aims 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 months ahead (up to a year) and there is a strong contribution to the longer term development and planning of the service/function. ▪ 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. ▪ Excellent verbal and written 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 give 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 is accountable for a wide variety of projects and work activities that have medium to long 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 the standards required.



Job Title	Enforcement Officer (Planning Enforcement)	Tier: 2/3	Grade: TE5
Reports To	Enforcement Manager		

Responsibilities

The postholder will play a senior role within a multi-disciplinary enforcement team providing an efficient high quality service to customers and businesses with the overall aim of protecting and improving the health and well being of those that live, work and visit Aylesbury Vale. The postholder will be expected to provide expert detailed technical advice, guidance and information to internal and external stakeholders on a wide range of planning enforcement related activities.

The postholder will support enforcement officers in the team with more complex decision making and the development of skills associated with their role including the peer review of legal action. They will also routinely work with internal customers, including Building Control and Development Management, as well as partner agencies and organisations to agree and deliver shared objectives associated with specific areas of regulatory work.

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 5 qualification or equivalent in a planning related subject.
- Hold (or be eligible to hold) Chartered Membership of the Royal Town Planning Institute (RTPI) <https://www.rtpi.org.uk/membership/membership-classes/>
- A detailed and comprehensive understanding of the legal basis of regulatory work and enforcement including a thorough knowledge of relevant legislation and associated guidance and codes of practice pertinent to the role.
- Able to gather and process complex and conflicting evidence and make independent decisions on an appropriate course of action. This will include undertaking enforcement activities such as the service of legal notices, conducting interviews under caution and the presentation of evidence in Court, at Committees and to the planning inspectorate.

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 Responsibilities

Staff	There is a requirement to support team members with complex decision making as necessary
Financial	N/A

Role Specific Requirements

Hours	37 hours per week
Working practices	Must have a full UK driving licence
Specific conditions	Occasional out of hours working will be required
Uniform/PPE etc.	PPE provided as required
DBS checks	N/A
Safeguarding level	TBC

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.

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