

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

Technical & Expert (Job Family)	level 6m model	Tier: 3	Grade: TE6
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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>Manages a commercial, customer focused and cost-effective service to internal or external customers. Jobholders strive to exceed customer expectations; they lead team members by example making sure that employees focus on customer need and demands within a commercial environment. They analyse situations, 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. They provide high level technical, professional or expert services including advice and/or guidance to customers in a specialised and complex field. Jobholders provide high level and complex services in a specialised field to customers including advice and guidance to whole service areas or the whole Council. This will include interpretation of problems and developing innovative solutions including the use of digital technologies, in order to provide services, advice and/or guidance for specific complex situations across functional boundaries. They are accountable for the longer term service and commercial development and planning of a function or service based on customer insight, financial data, professional developments and the corporate vision. Leadership of team members may be required (either direct line management or within a multi-professional team). Jobholders will need a detailed grasp of involved practices, procedures and the organisation and will 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 leading to a professional qualification.</p>	<ul style="list-style-type: none"> ▪ The jobholder needs significant theoretical and authoritative knowledge of complex techniques and procedures and including organisational / business concepts with the ability to apply knowledge to develop innovative solutions to complex problems. ▪ Significant experience of managing resources, projects and or financial / budgeting. ▪ Knowledge of customers, market and competitors. ▪ 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 6/7 or equivalent) may be applicable or expertise may have been obtained through substantial relevant experience. ▪ Skills in this area need a combination of management skills together with a detailed technical knowledge.
Organising and Forward Focus	Communicating & Influencing
<ul style="list-style-type: none"> ▪ The work involves a wide range of complex projects and activities that have broader aims and objectives ▪ Co-ordinate, integrate and plan different work strands to ensure they support the wider organisational aims and objectives. The focus is on several months and years ahead. ▪ Collaboration with colleagues beyond functional boundaries and externally will be central to delivering the corporate vision. ▪ Maximise the commercial use of information, including customer data, with appropriate security and governance controls ▪ If role involves line management; to lead, recruit, manage, motivate and develop team members, ensuring their health, safety and well-being at work, in order to deliver service/project outcomes. Delivering strong and effective team leadership, holding team members accountable, providing coaching, performance management, career development feedback and recognition. ▪ Engage with technical staff and suppliers to define the best system and platform configurations to achieve business/user objectives. ▪ Proactively seek out business development opportunities including work with external partners. ▪ Roles involve a continuous improvement approach with a drive for high performance. ▪ Deals with some day-to-day delivery issues. 	<ul style="list-style-type: none"> ▪ A higher level of communication and influencing skills are required to achieve the outcomes of the role, through leading and engaging team members. ▪ 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, with consideration of the political context. ▪ Ideas for innovative solutions will be actively pursued including the development of appropriate business case. ▪ The role is subject to managerial direction. 	<ul style="list-style-type: none"> ▪ Manages a commercial service of an interpretative or advisory nature to either internal or external customers. ▪ The role is accountable for a wide variety of projects and work activities that have longer term objectives. ▪ The role requires a “one council” approach to cost effective and commercial service delivery. ▪ Actively manages business risks.

Role Profile templates are subject to change in order to meet business requirements.

- Works within broad practices and procedures to meet customer expectations.



Job Title	Principal Planner	Tier: 3	Grade: TE6
Reports To	Built Environment Team Manager		

Responsibilities

The post holder will work within a multi-disciplinary development team and act as one of the Council's principal technical experts on statutory planning and development matters, providing an efficient high quality planning service to applicants.

They will assist the Development Team Leaders and other managers to understand the impacts of Government legislation in these areas and inform local decision making. They will contribute to the review, development and implementation of strategy and policy and the delivery of the Council's statutory duties with regard to planning and development. They will be responsible for the oversight of complex delegated planning decisions.

In addition they will implement overall performance standards for these service areas and provide proper monitoring of objectives and standards using benchmarks as necessary to improve service delivery. The post holder will assist with identifying training needs for staff delivering these services, and will ensure that staff are sufficiently trained and competent to deliver effective and dependable investigations and outcomes.

The postholder will be expected to provide expert 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 attending complex appeals, inquiries and hearings. They will support officers in the development team with more complex decision making and the development of skills associated with their role.

Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under managerial direction.
- Given broad objectives and resources jobholders at this level are expected to 'get on with the job' with minimal management. Management is by reviewing end results on an annual 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 lead initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.

Role Specific Skills/Knowledge

- Level 6 (or above) qualification in Town Planning
- Eligible for (or ability to achieve) corporate membership of the Royal Town Planning Institute
- Knowledge and experience of handling complex planning applications, public inquiries, appeals and enforcement matters.
- Significant demonstrable experience of negotiation with the development industry to achieve improvements to schemes and maximise community benefits
- A high standard of written and verbal communication to a range of stakeholders is required, including substantial experience of working with and presenting to elected members.
- Thorough knowledge and experience of legislation and best practice in relation to planning and development and experience of translating this into 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
- As a senior manager, to lead by example and focus on the delivery of strategic service and corporate goals, with consideration of the political context.

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
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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.

Working practices	N/A
Specific conditions	N/A
Uniform/PPE etc.	PPE provided as required
DBS checks	N/A
Safeguarding level	
Date prepared	30/01/2017

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