

JOB DESCRIPTION

Job Title: Development Management - Team Leader (Core Business)

Indicative Salary: £56,000 - £60,000 (Grade 4) + benefits and 30 days annual leave entitlement

Responsible to: Deputy Chief Planning Director.

Hours: 35 hours per week

Key contacts:

- Deputy Chief Planning Director
- Key partners including officers and elected officials from London Borough of Barking and Dagenham, delivery partners across sectors, Government bodies
 - Staff at all levels of the organisation
 - Be First and London Borough of Barking and Dagenham's Communications Teams
 - Members of the Be First Board as required
 - Residents, customers and supply chain partners

Location: Maritime House, Barking

Overall Purpose of Job:

To manage and lead the Development Management Team, and to contribute to overall delivery of an efficient and effective Development Management service with respect to core business (substantively non-major developments).

To be responsible for the delivery of core business service outputs and indicators ensuring continuous innovation and flexibility commensurate in supporting Be First's vision to deliver an outstanding Development Management service.

Job Context:

- The post holder reports to the Deputy Chief Planning Director
- The postholder will have management responsibility for up to 10 permanent staff. (*Additional agency or seconded staff may be included at various times.*)
- The post holder will be required to work some evenings, in order to meet service requirements.
- The post holder has no budget responsibility.
- The post holder may be expected to work across the Planning, Transport Infrastructure and Policy Planning functions.
- The post holder may hold a very limited caseload of applications/appeals as service need requires.
- The post holder will work flexibly and work as an effective team leader.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time by the Deputy Chief Planning Director.

- To contribute towards the implementation of a working culture that is result-orientated, customer-focused and an ethos of 'right first time' service delivery.
- To undertake all duties with minimal supervision.
- To be responsible for continuous personal development of your team by requesting and attending training when necessary.
- To demonstrate a strong commitment to the promotion of equal opportunities.
- To take a lead in providing high quality planning services to external and internal customers and stakeholders, meeting evolving delivery priorities, issues and challenges to agreed standards defined in the service offer.
- Undertake a full range of operational business tasks a portfolio of projects which may be within some or all of the planning functions. Activities include:
 - **To manage the day-to-day operation of the Development Management Team (core business) to ensure that the various specified functions and associated work are performed effectively to service objectives and within budget, and to line manage technical support services.**
 - **To contribute as a member of wider management team responsible for core business Development services.**
 - **To participate in the development of a strategic approach to planning issues and associated service activity. To lead in a specialised field of work in the formulation of proposals for prioritising and resourcing action plans and work programmes for implementation.**
 - **To remain fully aware of legislative changes and of professional, managerial and technical developments within the sphere of responsibility of the Team and the wide area of disciplines covering the planning field.**
 - **To provide any advice in relation to Development Management.**
 - **To manage the ability of the Teams to respond to changes in central government and Council policies and priorities and to take appropriate action, and to ensure all staff are aware of the current priorities, performance criteria and programmes of work.**
 - **To report to the Deputy Chief Planning Director on all appropriate matters concerning the activities, duties, responsibilities and performance of the Team.**
 - **To identify the training needs of staff and develop, introduce and contribute to co-ordinated training programmes for all staff to ensure they are adequately resourced to carry out their roles. Participate in the recruitment and selection of staff.**
 - **To lead as an expert and act on behalf of the Be First in matters concerning legal action and related proceedings. This will include acting as expert witness, and managing service complaints, Ombudsman enquiries and requirements under freedom of information and other legislation.**
 - **To prepare and present written or oral reports and briefings to the Lead Member, Cabinet, Planning Committees, Members' Forum and other bodies and to attend meetings with Members and others as necessary.**

- To ensure that adequate records and databases are maintained, including statutory registers, to enable the efficient operation of the work of the Team and the timely production of managerial information and performance, and to contribute to the development and improvements of systems of work to ensure continuous business improvement.
- To use discretion and professional judgement to deliver a pragmatic and effective approach to service delivery, and to conflict and problem resolution.
- To represent Be First when dealing with partners, developers, and other interested parties to ensure a coherent and professional approach to service delivery.
- To develop and maintain close links with all relevant partners, stakeholders and bodies both within LBBD and outside. The postholder will represent Be First at meetings, working parties, and inter-agency gatherings at local, regional and national level.
- To work in support of the Deputy Chief Planning Director as required.

PERSON SPECIFICATION

Essential experience

- A recognised degree in Town Planning and sufficient post qualification experience to qualify for membership of RTPI or a related degree and ability to gain entry to course leading to a professional qualification.
- A thorough managerial and technical knowledge relevant to the efficient and effective delivery of a high-quality Development Management service
- A thorough and in-depth knowledge of Development Management law and procedures, and of related planning matters
- A knowledge of the main functions of a Development management service and of the wider corporate influences upon Development Management
- Experience of managing a group of professional, technical and administrative with defined objectives and priorities
- Ability to develop and promote Be First Development Management services as a national exemplar of service excellence.
- A proven track record of developing, implementing and monitoring appropriate qualitative and quantitative indicators to measure the performance of a team
- A proven record of promoting a customer focused service with experience of communicating in person, by telephone and in writing in a calm, courteous and confident professional manner.
- Demonstrable understanding of the equality and diversity agenda, and experience of embedding a fair and ethical approach within a team and wider organisation

Essential skills

- Able to work successfully in teams
- Creative and innovative in solving complex problems presenting solutions rather than problems
- Able to think and work proactively, "self-start" and work autonomously with the minimum of direct supervision
- Scrupulous attention to detail, particularly with regard to technical aspects of operational processes and practices, accuracy of records and reports, efficiency and accuracy around schedule and diary management
- Ability to motivate and lead staff (a proven leader)
- Persistent and determined in realising service outcomes within Development Management.
- At ease in the presence of company directors, senior client representatives and able to command a sense of personal professional gravitas without being overbearing
- Have a corporate approach to managing her/his areas of responsibility, seeing the bigger picture, supporting fellow executives and board members in meeting their objectives
- Able to work under pressure, organise and prioritise own work and that of others, ensuring agreed programmes and project requirements are met and customer demands accommodated
- Strong influencing and persuasion skills
- Strong analytical skills
- Strong reporting writing and communications skills, abilities to flex communication style and approach to meet the needs of a diverse range of stakeholder groups
- Ability to prioritise under pressure