

# Job description



<b>Department:</b> Greater Cambridge Shared Planning	<b>Location:</b> Guildhall Cambridge City, South Cambridgeshire Hall
<b>Job title:</b> Delivery Manager (Major development, application, pre-application, CIL/S106, projects and appeals) x2 Delivery Manager (Applications, pre-applications, appeals and enforcement)	<b>Post number:</b>
<b>Grade:</b> Grade 8	<b>SCP range:</b>
<b>Responsible to:</b> Assistant Director-Delivery	<b>Responsible for:</b> A specialist planning team including professional and technical officers
<b>Health Considerations/ Risk/ Surveillance Required:</b>	

## Job Purpose

Leadership of the service assigned to the post holder providing a range of professional planning management services for a designated area (or programme) within the shared service. Dependent on role, the post holder will be responsible for overseeing the delivery of all related services, including where relevant project/programme management, coordinating communications and stakeholder engagement, planning and pre-application advice, validation/registration, determination of planning applications, appeals and cost/budget management.

The post holder will be expected to make delegated planning decisions in line with the agreed scheme of delegation and standing orders and act as lead officer (in a series of complex development proposals or programmes as required).

The post holder will be lead officer in providing advice and support to planning committees and liaising with members in the determination and defence (on appeal/in court) of planning decisions.

In line with the shared service's commitment to excellence in service delivery, customer fulfilment and performance management, the post holder is expected to play a key role in the conception, development, implementation and management of the services performance. This will include responsibility for reporting and

presentation of the service performance at public meetings and with officers and members.

In line with the shared service workforce strategy, responsibility for the recruitment, development and progression of staff within the team including all appraisals and management support to a team of planning professionals.



## Description of duties and responsibilities

- Overall responsibility for the outcomes and performance of a team of professional and technical officers in the effective and efficient delivery of a range of activities including but not limited to planning applications, enforcement investigation, appeals, programme management of special planning projects, CIL/S106 collection and registration and regeneration projects.
- Ensure up to date and efficient procedures and practices informed by customer and user expectation are adopted and followed for all areas of responsibility including but not limited to community and applicant engagement, decision making, enforcement, appeals, approaches to charging, performance of contract outcomes and other discretionary matters.
- Maintain records, monitor, review and report upon progress in line with the agreed Performance Indicators (PIs) of the assigned service area.
- Ensure the effective and active management and reporting of all outcomes within designated service area and ensuring that the team's workload of applications involving multiple stakeholders, are effectively dealt with whilst balancing competing priorities.
- Working with the Assistant Director to lead and manage the development and delivery of business process, system redesign, service improvement and innovation to deliver the service objectives and corporate plan.
- Ensure the effective investigation of customer complaints and make recommendations as appropriate in accordance with the shared service's delegations and related regulation.
- Develop and lead on community engagement to support the outcomes of the team's activities, including designing, leading and taking responsibility for community and member engagement activities during and outside of office hours.
- Support the effective development, promotion and implementation of the shared service agenda, and associated initiatives that support the promotion of high quality service for the greater Cambridge area.
- Present at Committee meetings and other high level public meetings and Act as the Council expert witness in support of planning arguments to support all planning and related appeals, and proceedings in the Court in respect of

planning and related provisions.

- Develop and lead the implementation and delivery of the shared service transformation programmes, alongside the corporate commitment to ensuring efficient, cost effective service delivery and continuous improvement.
- Take responsibility for the effective operation and delivery of the workforce strategy within the team, including ensuring that staff appraisals and career planning are undertaken regularly, in line with the vision for the service and the adopted workforce strategy.
- Lead the provision, management and monitoring of responsive, high quality charged discretionary planning services to support the shared service objectives for early intervention, income generation and value added advice services to achieve budget targets.
- Support the senior leadership team and other Managers in the delivery of a prompt and effective response in relation to the shared service's Public Complaints procedure, Members, MPs' and all other stakeholders.
- Take responsibility for the effective implementation of the shared service agile working project across the service and support the delivery of the people strategy; including taking responsibility for own career and personal development.
- Represent the shared service at senior level on partnership groups maintaining effective relationship with stakeholders and contributing at a senior level to County wide forums for planning related matters
- Set and effectively manage budgets from a variety of sources for revenue and capital programmes, maximising income and utilisation of resources.
- Carry out other duties within the competence of the post holder as may be reasonably required from time to time.



## Functional Responsibilities

To lead a shared service Delivery Management Service for various types of development for a defined area and or team, and to provide direction for the effective management of planning matters (as appropriate) – achieving the appropriate balance between customer focus, timeliness and quality and fulfilment of both Council's statutory duties and the performance targets as defined.

To ensure collaborative working and be part of the departmental management team in ensuring joined- up approaches towards policy and delivery of all planning related services, on all issues relating to management, performance and resources within the managerial team. This includes leading customer service

and business improvement initiatives.

To ensure the efficient and effective negotiation, processing and successful implementation of planning projects across the district and in relation to assigned activities including one or more growth areas of major change, urban extensions, regeneration in accordance with operational plan requirements, and other delivery agreements established with developers and other partners.



Ensure that customers receive an integrated service with emphasis on service excellence.

To lead, manage and contribute to the delivery of service improvement projects for the service to meet performance and quality expectations as defined by the vision.

To be the lead officer for the shared service Planning Committee and work with the Chairman, members of the Committee and local members in the delegation and preparation of planning decisions as appropriate.

To give direction and support to team in the negotiation of high quality design outcomes that meets the Council's key objectives and Section 106 planning obligations to ensure that development delivers the required design standards and essential public infrastructure in an effective and timely manner, in accordance with local, regional and national policy requirements.

Lead on appropriate multidisciplinary, interdepartmental and inter-authority development teams on a wide range of topic and area based projects aimed at improving the greater Cambridge shared service.

## **General to all job descriptions**

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management

instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.



The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: