

Job Description

Post title	Monitoring & Compliance Officer
Job Evaluation	N10215
Grade	9
Service	Regeneration, Economy & Growth
Service area	Planning & Housing – Planning
Reporting to	Principal Planning Officer
Location	Your normal place of work will be Corten House, Aykley Heads, Durham, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure.
Flexitime	This post is eligible for flexitime
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

The Monitoring and Compliance Officer will form part of a busy strategic development management team but will be responsible for workload arising across the whole of the Planning Development Management Service, playing a key role in ensuring the effective delivery of the statutory process.

The post holder will manage a case load of planning enforcement compliance matters. This will involve maintaining and following systems for identification, evaluation and processing specifically of breaches of planning conditions and the monitoring of development, including S106 Obligations and, the making of recommendations to service management in such matters. The post holder will play a key role in ensuring the effective monitoring of planning permissions by developing and maintaining records and databases of relevant information, and through the implementation of a planned programme of compliance monitoring.

The post holder may be expected to attend Council meetings, including Planning Committee meetings to assist service management in the presentation of reports in relation to planning monitoring matters.

The post holder will play an important role in ensuring the service effectively engages with its customers, including the general public, communities, applicants, stakeholders and the development industry in the planning service; and this may include attending public meetings, community consultation events and Town and Parish meetings as appropriate to support Senior Officers.

Duties and Responsibilities

- To investigate and respond to complaints relating to possible breaches of planning control in relation to alleged breaches of planning conditions and S106 obligations in accordance with

Planning Law/Guidance and Council Policies/Complaint procedures and make recommendations to management as to appropriate course of action.

- To carry out systematic inspections and monitoring of approved development to ensure compliance with approvals, in particular relating to planning conditions and S106 obligations.
- Preparation of reports to Committee on complaints, monitoring enforcement cases and related matters and assisting in the presentation of such reports.
- Development, maintenance and population of software systems to ensure effective monitoring of planning approvals, in particular with regard to S106 obligations, including financial payments received by the Authority.
- Preparation of reports for service management in relation to S106 obligations, including financial information relating to commuted sums.
- Preparation of reports and make recommendations in relation to monitoring issues associated with planning applications.
- To carry out negotiations and discussion with private interests concerned to resolve alleged contraventions of conditions or S106 obligations where possible.
- The preparation of statutory documentation required to secure compliance with legislation in consultation with Council's legal advisors
- To deputise for the Principal Planning Officers representing the Planning Service on working groups and multi-agency teams, both internal to the Authority and external, established to address issues which raise planning monitoring and compliance implications
- The preparation of statements for prosecution and planning enforcement appeals and witness appearance as necessary at informal hearings and at Court in relation to monitoring and compliance issue.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	• Educated to Degree level or equivalent in a relevant town planning qualification OR • Significant recent experience of development management or other regulatory monitoring services.	• Evidence of continuing professional development. • Evidence of experience of working in an investigative environment.
Experience	• Recent experience in the implementation of a statutory/regulatory process. • Significant experience of use of Planning monitoring and compliance systems.	• Experience of relationship between planning compliance monitoring services and the corporate framework. • Experience of development management and planning monitoring and compliance services. • Experience of the development and interrogation of relevant planning monitoring and compliance systems. • Experience of S106 monitoring and compliance matters.
Skills and Knowledge	• Effective interpersonal skills, including the ability to communicate effectively, both orally and in writing, with a wide range of people from different backgrounds. • Ability to demonstrate customer orientated approach to development management and monitoring / compliance service delivery. • Ability to establish stakeholder relationships and to communicate effectively with a wide range of partners; including other Officers of similar disciplines both from within the Authority and external. • Familiarity with and ability to use relevant ICT infrastructure. • Knowledge of service planning issues relating to development management and monitoring / compliance issues including national and local performance framework. • Knowledge of community engagement and customer first approach to service delivery.	• Working knowledge of wider national and local planning policy framework. • Knowledge of statutory process relating to other related disciplines. • Up to date knowledge of planning legislation and process/procedures relevant to discipline. • Knowledge of relevant national, regional and local planning policy pertinent to monitoring and compliance discipline.

	• Range of communication skills, including listening, presenting information. • Ability to demonstrate a can do and pragmatic approach to service delivery.	
Personal Qualities	• Out-going personality with enthusiasm and self-motivation. • Ability to show determination to achieve results; to see complex projects through to completion. • Willingness/ability to work on own initiative and/or as part of a team, maintaining high levels of integrity and discretion.	• Ability to understand corporate implications of decision-making process.