



JOB DESCRIPTION

Job Title:	Service Manager (Development Management)	Job Number: (Official use ONLY)	
Department / Service:	Property and Growth	Main location: (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough GU14 7JU
Hours of Work:	Full time (37 hours)	Post Restrictions: (e.g. politically restricted and/or sensitive)	Yes
Grade & Salary Band: (where appropriate)	Service Manager	Regulated Activity: (i.e. DBS check required)	No

Job Purpose: (i.e. Context & summary of why the role exists)	<p>Responsible for leadership, management, development and delivery of excellent and efficient Development Management Service for the Council, within agreed budgets and in accordance with the Council Plan.</p> <p>To act as the Council's lead planning professional to ensure Development Management is implemented in accordance with the development plan and facilitate good development within the Borough</p>
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Generic Accountabilities

1	Ensure the delivery of excellent and efficient services within agreed budgets that aim to exceed customer expectations.
2	To develop the culture and working of the team in accordance with the Council's values and behaviours. Support the team to work effectively through the implementation of effective performance management. Set clear expectations, give regular developmental feedback to individuals on how their work contributes to the Service and Council Plans and celebrate successes.
3	Build capability to meet future challenges through regularly engaging with the team, encouraging and valuing ideas and contributions and identifying and supporting development opportunities
4	Work with colleagues to develop service strategy, develop work/resource plans to implement the strategy, track progress and performance and take timely corrective action as needed.
5	Utilise and analyse data to monitor and manage performance, identify trends, spot future opportunities/ risk and drive continuous improvement. Seek out a range of information that represents different perspectives.

6	Look outside the organisation for information, benchmarking and ideas that could bring about service improvement. Support a culture where information and ideas are openly shared, internally and externally
7	Contribute to financial sustainability by developing commercial and income generation opportunities, sourcing external funding and identifying options for savings, service changes and efficiencies.
8	Support the development of connections and shared purpose across the Council, and externally, through participation in/leading of cross-service projects and initiatives, actively participating in internal/external networks and sharing team achievements and ideas through emerging technology/communications resources.
9	Develop strong and collaborative relationships with colleagues, Elected Members, stakeholders, key partners and the community, ensuring a two-way, open flow of communication that is effective and timely.

Specific Accountabilities

1	To be responsible for regularly monitoring measures and performance in all aspects of Planning work. To manage and supervise workflow, demand and response, and identify and understand variations in performance and take appropriate action. Ensure consistency in decision making.
2	To support advise and guide Case Officers. Also to act as a case officer in particularly in determining complex and controversial planning proposals received by the Council. This will include advising on Planning Law, Policy and Practice.
3	To support the formulation of Planning policy and ensure Development Management procedures are developed and maintained.
4	To ensure that all planning applications are determined as quickly as possible with focus on customer need and ensuring good development in the public interest.
5	Where appropriate to act as the Council's witness in defending planning decisions in court, public inquiry or at a hearing, and to prepare written proofs of evidence on appeal. To offer support and guidance to other officers defending the Council's decisions on appeal.
6	To ensure that alleged breaches of planning control are investigated and the appropriate action is taken in accordance with the Council's Local Enforcement Plan.
7	To ensure the agenda and reports for Development Management Committee is prepared to a high standard in accordance with the scheme of delegation
8	To ensure adequate records are maintained and to ensure that all statutory and government statistical returns are completed on time.
9	To promote the continuing professional development of all staff including, where appropriate, through the commissioning and organisation of training events, and to provide appropriate training to Councillors.
10	Responsibility for specified budgets within the service.
11	To respond to complaints about the service from members of the public and the Local Government Ombudsman and to ensure that Freedom of Information Act requests are dealt with in time.

12	To prepare reports for and attend meetings of the Council, Cabinet and other committees and panels, member or officer or public meetings as may be required. To represent the service and Council at external meetings.
13	To support and cover for the Service Manager (Planning Policy) when required and to ensure that the Planning Service acts as one team.
14	To undertake such other work as the Council or the Executive Head of Property and Growth may determine, particularly within corporate groups, which is commensurate with the responsibility levels of the post. This would include provision of technical and professional guidance and support to Corporate initiatives through membership of project teams.

Other Accountabilities

1	Inspire a shared purpose through demonstrating commitment to the Council's behaviours framework
2	Ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures, and current legislation, including that covering data protection, health and safety, safeguarding children and vulnerable adults, and equalities.
3	Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.
4	Deputise for the Executive Head of Service as required
5	Contribute to measures that help meet our commitment to tackling climate change and environmental issues
6	Undertake any other duties that are commensurate with the requirements of the post, including emergency planning, business continuity, out of hours services and representing the council at civic/public events as required.

Staff Reports & Responsibilities

Reports	Title(s) or staff number	Grade	Level of mentoring, supervision and/or responsibilities
Responsible to	Executive Head of Service		Line Manager
Responsible for	Planning Officers, Development officers and Planning Support Officers.	3-6	Supervision and mentoring

PERSON SPECIFICATION

Education, Training and Qualifications

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Degree level qualification, or equivalent experience	E	A
Relevant professional qualification, or significant experience at management level	E	A
Evidence of, and commitment to, continuous professional development	E	A

Knowledge and Experience

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Understanding of the key challenges and context in which the Council operates, including knowledge of funding, structures and processes and how these pressures influence the organisation	E	I
Experience of leading, managing and supporting teams to deliver excellent services in a customer focused organisation	E	A/I
Understanding and demonstrable experience of the use of customer insight and other relevant business intelligence to drive innovative service improvement	D	A/I
Experience of developing and sustaining collaborative and successful relationships with colleagues, stakeholders and key partners	E	A/I
Understanding of the need for sound information governance and records management in delivering excellent customer service, and experience of embedding throughout a team/service	E	A/I
Substantial knowledge and experience of Development Management including enforcement	E	A/I
Experience of Presenting to Development Management Committee	E	A/I

Skills, Abilities and Behaviours

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Inclusive and visible role model, able to communicate a vision and bring others with them through change	E	I
Able to challenge appropriately and effectively, recognising the perspectives of others	E	I
Demonstrates customer centric thinking, skills and behaviours and ability to lead, coach and motivate others to develop those skills and behaviours	E	A/I
Commitment to developing people to be their best, with proven ability to build on team/individual strengths and manage effectively where performance and/or behaviour falls short of standards	E	A/I
Able to translate strategy into work/resource plans, with proven ability to track performance, utilise resources effectively and take timely corrective action as needed	E	A/I
Able to deliver results under pressure and at pace, adhering to deadlines, holding self and others to account, and communicating progress	E	A/I
Actively seeks, listens to and acts on feedback from a range of sources	E	I
Demonstrates and encourages innovative and creative thinking, including acting commercially where appropriate	D	I
Agile, courageous and resilient, with the ability to deal with the complexity, ambiguity and pace required by the role	E	I
Proficient in use of technology and open to championing and supporting modern working methods	E	A/I
Able to write clear, concise reports that summarise the essence of complex issues and reach well-argued conclusions and recommendations	E	A/I

Other Requirements

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Actively role models the Rushmoor Behaviours and commits to creating a positive, inclusive and diverse culture	E	A/I
Able to attend out of hours meetings, events and activities, as required	E	A

ORGANISATIONAL STRUCTURE & POSITION

This role will report to the Exec Head of Property and Growth and manage Development Management and Enforcement Service