

**Job Description**

<b>Environment &amp; Regeneration Division</b>			
<b>Post Title</b>	Compliance Officer		
<b>Post Number</b>	BG00843	<b>Grade</b>	5
<b>Base</b>	Blaina District Office	<b>Hrs of Work</b>	37
<b>Car User Allowance</b>	Approved Casual	<b>Disclosure</b>	None
<b>Contact</b>	Team Manager – Development Management Eirlys Hallett – 01495 355511	<b>Updated</b>	March 2015

**Principal Job Purpose**

Responsible to: Team Manager Development Management

Responsible for: Compliance with planning legislation

**Principal Accountabilities**

1. To receive and investigate complaints of alleged breaches of planning control by letter, phone, in person or by personal observation. Duties to include preparing reports for Planning Committee and on occasion appearing in person to advise the local planning authority.
2. To monitor development sites for compliance with planning permissions.
3. To prepare enforcement (and related) notices and when appropriate assist in defending the Council in respect of subsequent appeals.
4. To receive, consult upon and decide details submitted to discharge planning conditions.

5. To advise all service users in respect of process and procedures on matters concerning planning law commensurate with the level of responsibility of the post and in particular, to provide advice to service users on enforcement issues and procedures.
6. To respond to enquiries from other Departments of the Council, public agencies, developers, Members and the general public.
7. To occasionally deal with a caseload of minor planning applications.
8. To undertake any other duties as may be reasonably requested by management commensurate with the level of responsibility of the post.
9. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
10. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

## Person Specification – Non Managerial

### 1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Educated to A level or NVQ Level 3 or relevant demonstrable experience in a development / related environment.	Essential	✓			
<b>Other experience</b>					
Experience of working in a local planning authority or private sector consultancy.	Desirable	✓			
Experience of using bespoke planning software.	Desirable		✓		✓
Direct experience of own enforcement or related caseload.	Desirable	✓	✓		✓
<b>Knowledge/Skills</b>					
An ability to demonstrate an understanding of the development management process.	Essential	✓	✓		✓
Good written skills and an ability to write reports.	Essential	✓	✓		✓
An ability to manage own time and work, use own initiative.	Essential	✓	✓		✓
An ability to remain calm and professional in confrontational situations.	Essential		✓		✓
An ability to meet deadlines and work unsupervised.	Essential		✓		✓
IT literate.	Essential	✓			✓
The ability to problem solve.	Essential	✓	✓		✓

### 2. Special Requirements

	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full Driving licence and access to a car for work purposes.	Essential	✓			✓
Willingness to work occasionally outside normal office hours.	Desirable		✓		

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

<b>Assessment Method</b>					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering the service</b>	Plans ahead, organises work in advance	✓ Essential			✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

<b>Assessment Method</b>					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Improvement &amp; Change</b>	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge		✓ Essential		✓
	Learns from mistakes & welcomes constructive feedback				✓

<b>Assessment Method</b>					
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Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Providing Excellent Customer Service</b>	Recognises the importance of high standards of customer service				✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓

	Understands the links between own professionalism and the possible impact on the Authority's image		✓ Essential		✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Team Working</b>	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓ Essential		✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation		✓ Essential		