

Post Specification

Post Specification - Key Information

- **Post Title:** Development Management Service Manager
- **Date:** November 2024
- **Post Group Number:** 8649
- **Job Family:** Regulation and Technical
- **Job Family Role Profile:** RT18i
- **Final Grade:** 18

To be read in conjunction with the job family role profile.

Service Area Description

The Development Management service is responsible for overseeing and managing the planning process to ensure that all new development proposals align with local and national planning policies. This service reviews planning applications, providing guidance to developers, residents, and stakeholders on compliance with regulations related to land use, design, sustainability, and environmental impact. The service conduct assessments, facilitate public consultations, and collaborate with various departments to address concerns such as transport, infrastructure, and heritage conservation. Additionally, the service enforces planning conditions, monitors ongoing developments, and addresses breaches in planning laws to support sustainable growth and maintain the character of the local area, balancing economic, environmental, and social considerations.

Purpose of this Post

The Development Management Service Manager leads the Development Management team within Inclusive and Green Growth, overseeing the efficient processing and delivery of planning applications in compliance with UK planning policies, local development plans, and associated legislation.

This role is the strategic lead for development management overseeing the transformation and management of the area teams. Responsible for leading and managing a team of planning officers, including Managers, principal and Senior officers, and working closely with stakeholders, developers, and the public to ensure that development proposals contribute positively to local communities and align with strategic planning goals. The Development Management Service Manager plays a critical role in ensuring consistent, high-quality decision-making and fostering a collaborative approach to development management.

Key Job Specific Accountabilities

1. Leadership & Line Management:

- Provide strategic leadership and support to the Area Managers, ensuring they have the resources and guidance to lead their own teams of planning officers effectively.
- Oversee the recruitment, training, and development of the Area Managers, setting clear objectives and managing performance.

- Conduct regular meetings with Managers and wider teams to review progress, address operational challenges, and ensure that each team's workload is managed effectively.
- Promote a culture of collaboration, accountability, and high standards across all levels of the Development Management team.
- Use experience and expertise to assess operational implications of change ensuring continuous effectiveness of the team
- Be responsible for establishing the strategic and operational objectives of the service and determining how resources are effectively allocated.
- Take very major responsibility for development of policy and procedure that govern how the team and wider service operate both operationally and strategically.

2. Operational Oversight:

- Oversee the full range of planning application processes within Development Management, ensuring timely and effective processing across all case types, including complex and high-profile applications.
- Work closely with Area Managers to ensure that all applications comply with UK planning policies, legislation, and local development plans.
- Review and approve major or high-impact decisions and recommendations, ensuring alignment with policy and strategic goals.
- Oversee overall team performance against key performance indicators (KPIs) and quality standards, identifying areas for improvement and ensuring consistency across all service areas.
- Lead and manage the planning enforcement function for the Council.

3. Stakeholder Engagement & Public Consultation:

- Serve as a primary point of contact for senior stakeholders, including developers, councillors, and community representatives, providing guidance on complex planning matters and policy interpretation.
- Work with Area Managers to ensure that their teams conduct effective public consultations and address community feedback in planning decisions.
- Represent the planning department at council meetings, planning committees, and public forums, presenting major cases and providing professional advice.
- Oversee and manage the relationship with the planning committee's and relevant Chairs ensuring trust is maintained in the process and guiding Members on decision making.

4. Strategic Development & Policy Implementation:

- Collaborate with the Assistant Director of Inclusive and Green Growth to align development management activities with local planning frameworks and national policy priorities.
- Support the implementation of new policies and changes to planning legislation across the Development Management function, working with Managers to ensure seamless integration.
- Identify opportunities to improve processes and procedures within Development Management to enhance service delivery, efficiency, and customer satisfaction.

5. Project Oversight & Risk Management:

- Oversee a portfolio of complex and high impact planning projects, ensuring risks related to development impacts, legal compliance, and political sensitivities are managed effectively.
- Using your discretion and initiative over broad areas of legislation, guidance and best practice when resolving problems.
- Provide guidance to Development Management Managers on complex cases, ensuring consistent application of planning policy and regulatory standards using your skills to analyse and interpret very diverse and complex problems that major developments present.
- Collaborate with the Senior Manager Planning Services to escalate and resolve significant compliance issues or high-risk applications as necessary.

6. Decision-Making & Quality Assurance:

- Lead the review of committee reports, recommendations, and decision-making documents, ensuring accuracy, clarity, and adherence to planning policy.
- Chair strategic planning committee and participate in planning committees and other decision-making panels, presenting high-profile cases and providing expert recommendations as required
- Implement quality assurance measures across the Development Management function, ensuring that all processes, assessments, and decisions meet the highest standards.

7. Customer Service & Continuous Improvement:

- Ensure that Development Management Managers and their teams deliver excellent customer service to applicants, stakeholders, and the public.
- Handle escalated queries, appeals, and complaints related to planning decisions, working with Service Managers to provide clear, timely responses.
- Identify and implement process improvements within Development Management, including the use of new technology, streamlined workflows, and enhanced public engagement practices.

8. Staff Development & Mentoring:

- Provide professional guidance and support to Development Management Managers, fostering a supportive and collaborative work environment.
- Promote ongoing professional development, encouraging Managers and their teams to pursue relevant training and professional qualifications.
- Conduct regular appraisals, set development objectives, and support Managers in achieving departmental and organisational goals.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** Budget Management responsibilities for the service budget of £3.7m.
- **Staff Management Responsibilities:** Lead and manage a team of approximately 70 people at various locations across the district. Direct Line Management responsibility for 7 staff.
- **Other:** Responsibility for the effective function of the 4 planning committees.

Essential Criteria

Qualifications:

- Professional Qualification: Chartered membership of a recognised planning body (e.g., Royal Town Planning Institute (RTPI)).
- Degree in Town Planning, Urban Planning, or a related field.

Knowledge:

- In-depth understanding of UK planning legislation, national and local planning policy, and development management processes.
- Advanced knowledge of development management processes, planning policy interpretation, and regulatory frameworks.

Experience:

- Substantial experience in development management or a related planning role, with significant experience in team leadership, management and operational oversight.

Expertise:

- Proven experience managing senior staff, with strong leadership, coaching, and mentoring skills.
- Strong project management skills, with the ability to oversee multiple projects, prioritise tasks, and meet deadlines.
- Excellent written and verbal communication skills, with the ability to explain complex policy matters to diverse audiences.
- Strong analytical and problem-solving skills, with experience handling contentious applications and appeals.
- Proficient in planning management software, Geographic Information Systems (GIS), and other relevant IT systems.

Disclosure and Barring Service (DBS) Checks

- This post requires does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Minimum exposure.
- **Physical Demands:** Minimum exposure.
- **Working Conditions:** Minimum exposure.

Other Factors:

- Ability to travel throughout Westmorland & Furness and occasionally beyond.
- To model and display the corporate standards of behaviour.