

Job Description

Job Title: Validation Team Leader	Directorate: Inclusive Economy and Housing	
Service Area: Planning and Development - Development Management	Post Number:	Evaluation Number: 5729
Grade: PO2	Date last updated: February 2021	

Overall Purpose of Job

This Job Description relates to the provision of a job role across the whole of Development Management and Planning Enforcement.

The post holder will be responsible for the following:

- Managing and deploying all technical support staff supporting the Service.
- To direct and prioritise the daily work load of the technical support staff.
- To support the Heads of Service in the development of the Service in relation to customer care, commercial needs or any other similar government or Council initiative.
- To give advice, undertake research, organise and prepare reports, briefings and statistical information.
- To design, develop, implement, monitor and review policies, procedures and administrative support systems for development management.
- To validate and quality check all types of planning and building control applications, including appeals, and related fee calculations, consultations and publicity.
- To lead and manage regular reviews of procedures in consultation with other relevant Managers to ensure quality and efficiency of validations and business support functionality in line with industry best practice and statutory requirements.

- To work in other service areas if required.

Job Context

1. The postholder reports to the Development Manager, but will need to take direction from the Senior Development Manager, Enforcement Manager or Building Control Manager as appropriate.
2. The post holder has line management responsibility for Technical Support staff within the Service.
3. The post holder has no budget responsibility.
4. The postholder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Key tasks and accountabilities will be as listed.

1. To direct the day to day work of technical support staff supporting the Service in carrying out their professional functions.
2. To be responsible for ensuring the maintenance of the Statutory Register and similar records relating to Planning, Building and Enforcement in accordance with the relevant legislation.
3. To design, develop, implement, monitor and review policies, procedures and support systems for the Service covering any or all of the following matters and any others which may be required from time to time.
4. Ensure the effective validation assessment and processing of applications for planning permission, appeals and enforcement under the Town & Country Planning Act and related planning legislation.
5. Ensure the effective validation and processing of all Building Regulation applications including fee calculations and consultations.
6. The provision and maintenance of an effective service to customers either in person, in writing or by telephone, fax, e-mail; providing information and/or answering queries in accordance with the Service, department, and Council requirements on customer care and ensuring accuracy so as to avoid litigation and/or costs. Including the provision of a duty service as required.

7. To be responsible for ensuring the timely receipt of all new legislation relating to development. To interpret that legislation, ensure its dissemination to all relevant staff, training where necessary and instigate changes to processes and procedures when required.
8. To be a system supervisor for the Service's back office systems: such as Uniform and IDOX DMS.
9. To be responsible for maintaining staff cover and managing resources (including managing absence) and when required to do so follow the agreed procedures for the resolution of grievances, maintenance of discipline and controlling absence.
10. To be responsible for undertaking personal development appraisals with all technical support staff in the Service.
11. To be responsible for managing change in a stressful and demanding environment whilst still providing a best in class service both to our customers and to the professional staff.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Person Specification

Job Title: Validation Team Leader	Directorate: Inclusive Economy and Housing	
Service Area: Planning and Development - Development Management	Post Number:	Evaluation Number: 5729
Grade: PO2	Date last updated: February 2021	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>A clear understanding of Development Management and Building Control functions and processes</p> <p>Specialist knowledge of Town and Country Planning Act and related planning legislation, and the Building regulations.</p> <p>A demonstrable understanding of the practical application of specific techniques relevant to the service.</p> <p>Detailed knowledge of the process for monitoring and reviewing performance including qualitative measurement and benchmarking.</p> <p>Good understanding of local government.</p> <p>Detailed knowledge of the principals of customer service.</p> <p>A knowledge of the current trends and developments in local</p>	<p>Application/ Interview/ Test</p>

<p>authority services.</p> <p>A knowledge of the benefits of relevant IT.</p>	
<p>EXPERIENCE:</p> <p>Experience of:</p> <ul style="list-style-type: none"> • Management at a senior level of diverse groups of people across functions and services in a Local Authority in a customer focused environment. • Successful innovation, initiative and consistent achievement in a public sector environment. <p>A knowledge of the current trends and developments in local authority services.</p> <p>Proficient in the use of IT including an understanding of Uniform, GIS and other relevant software packages e.g. MS Systems.</p> <p>Experience of planning and reviewing the delivery of services.</p>	<p>Application/Interview/ Test</p>
<p>SKILLS AND ABILITIES:</p> <p>Ability to develop, implement and monitor appropriate qualitative and quantitative indicators to measure performance of the service and use this information to judge the team's performance and to devise and implement service improvement strategies.</p> <p>High level of oral and written skills.</p> <p>High level of managerial and leadership skills.</p> <p>Project planning and process management skills.</p> <p>Ability to lead and work effectively in a team environment.</p> <p>Ability to work under pressure and manage a high work load.</p> <p>Ability to develop and maintain effective working relationships.</p> <p>Ability to translate corporate policies into tangible service improvements.</p> <p>Ability to listen and respond sensitively to the needs of the community and to deliver the service around the needs of customers.</p>	<p>Application/Interview/ Test</p>

Ability to relate and work with people at all levels.	
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Proven leader.</p> <p>Courteous and professional.</p> <p>Persistent and determined in realising service outcomes.</p> <p>Articulate both in written and oral form.</p> <p>Probity and honesty.</p> <p>Politically aware.</p> <p>Committed to the achievement of equal opportunities.</p>	Application/Interview/ Test