

Development and Building Control Deputy Team Leader

Department	Development and Building Control
Pay Grade	G5
Responsible to	Development and Building Control Team Leader

Role Purpose

To support and deputise to the Team Leader of the Planning and Building Control Support team. To ensure that all planning and building control applications are registered and validated to agreed service standards and required legislation, supervising and managing workflow and resources whilst initiating system improvement strategies and action to support continuous improvements in service delivery.

To manage complaints and FOIs.

To be the main point of contact for Councillor's and Parish Council engagement.

Role Specific Responsibilities / Accountabilities

- To be responsible for assisting and deputising for the Team Leader of the Development and Building Control Support Team and the Council's Validation service as a whole.
- To assist with managing workflows across the two service areas.
- To manage the lodging of complaints onto our internal system and the responses required within the time frames given.
- To assist the Team Leader with the project delivery of the new Building Control and Planning IT systems.
- To work with the Team Leader to identify ways to improve the service including the review of all processes implementing the changes where necessary.
- To manage Freedom of Information (FOI) requests across the service areas.
- To be the main point of contact with Parish Councils and District Councillors, building relationships to the benefit of the Council and the District and inform the public and community groups of how they can participate in the planning system.
- To have a good understanding of the team's functions and processes to enable assistance to ensure resilience within the team.
- To carry out such other duties that may reasonably be required within the role.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Significant experience of administrative and process management preferably within a Local Authority setting
- Management or supervisory experience
- Customer focused approach with strong commercial acumen, with experience of business development
- Able to communicate with a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing
- Good organisational and time management skills with the ability to problem solve
- Able to work on own initiative and as part of a team
- Skilled IT user, able to learn different packages and systems
- Educated to both GCSE and A-Level or equivalent

Appendix

Generic Employee Responsibilities / Accountabilities

- Engage and participate in delivering the corporate objectives of the council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the council's strategic objectives and Corporate Plan through the development of business plans.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement those changes.
- Assist with the development of team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the council and so building a positive image of the organisation.
- Assist in the participation, recruitment, leadership and development of team members as required.
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.

- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Assess risk management in service areas and follow reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly