

Job Title	Delivery Manager (Major development, application, pre-application, CIL/S106, projects and appeals) x2 Delivery Manager (Applications, pre-applications, appeals and enforcement)
Grade	Indicative Grade 8
Reports To	Assistant Director- Delivery
Responsible for	A specialist planning team including professional and technical officers
Post Ref	

Job Purpose

Leadership of the service assigned to the post holder providing a range of professional planning management services for a designated area (or programme) within the shared service. Dependent on role, the post holder will be responsible for overseeing the delivery of all related services, including where relevant project/programme management, coordinating communications and stakeholder engagement, planning and pre-application advice, validation/registration, determination of planning applications, appeals and cost/budget management.

The post holder will be expected to make delegated planning decisions in line with the agreed scheme of delegation and standing orders and act as lead officer (in a series of complex development proposals or programmes as required).

The post holder will be lead officer in providing advice and support to planning committees and liaising with members in the determination and defence (on appeal/in court) of planning decisions.

In line with the shared service's commitment to excellence in service delivery, customer fulfilment and performance management, the post holder is expected to play a key role in the conception, development, implementation and management of the services performance. This will include responsibility for reporting and presentation of the service performance at public meetings and with officers and members.

In line with the shared service workforce strategy, responsibility for the recruitment, development and progression of staff within the team including all appraisals and management support to a team of planning professionals.

MAIN DUTIES & RESPONSIBILITIES

- Overall responsibility for the outcomes and performance of a team of professional and technical officers in the effective and efficient delivery of a range of activities including but not limited to planning applications, enforcement investigation, appeals, programme management of special planning projects, CIL/S106 collection and registration and regeneration projects.
- Ensure up to date and efficient procedures and practices informed by customer and user expectation are adopted and followed for all areas of responsibility including but not limited to community and applicant engagement, decision making, enforcement, appeals, approaches to charging, performance of contract outcomes and other discretionary matters.

- Maintain records, monitor, review and report upon progress in line with the agreed Performance Indicators (PIs) of the assigned service area.
- Ensure the effective and active management and reporting of all outcomes within designated service area and ensuring that the team's workload of applications involving multiple stakeholders, are effectively dealt with whilst balancing competing priorities.
- Working with the Assistant Director to lead and manage the development and delivery of business process, system redesign, service improvement and innovation to deliver the service objectives and corporate plan.
- Ensure the effective investigation of customer complaints and make recommendations as appropriate in accordance with the shared service's delegations and related regulation.
- Develop and lead on community engagement to support the outcomes of the team's activities, including designing, leading and taking responsibility for community and member engagement activities during and outside of office hours.
- Support the effective development, promotion and implementation of the shared service agenda, and associated initiatives that support the promotion of high quality service for the greater Cambridge area.
- Present at Committee meetings and other high level public meetings and Act as the Council expert witness in support of planning arguments to support all planning and related appeals, and proceedings in the Court in respect of planning and related provisions.
- Develop and lead the implementation and delivery of the shared service transformation programmes, alongside the corporate commitment to ensuring efficient, cost effective service delivery and continuous improvement.
- Take responsibility for the effective operation and delivery of the workforce strategy within the team, including ensuring that staff appraisals and career planning are undertaken regularly, in line with the vision for the service and the adopted workforce strategy.
- Lead the provision, management and monitoring of responsive, high quality charged discretionary planning services to support the shared service objectives for early intervention, income generation and value added advice services to achieve budget targets.
- Support the senior leadership team and other Managers in the delivery of a prompt and effective response in relation to the shared service's Public Complaints procedure, Members, MPs' and all other stakeholders.
- Take responsibility for the effective implementation of the shared service agile working project across the service and support the delivery of the people strategy; including taking responsibility for own career and personal development.
- Represent the shared service at senior level on partnership groups maintaining effective relationship with stakeholders and contributing at a senior level to County wide forums for planning related matters
- Set and effectively manage budgets from a variety of sources for revenue and capital programmes, maximising income and utilisation of resources.
- Carry out other duties within the competence of the post holder as may be reasonably required from time to time.

Functional Responsibilities

To lead a shared service Delivery Management Service for various types of development for a defined area and or team, and to provide direction for the effective management of planning matters (as appropriate) – achieving the appropriate balance between customer focus, timeliness and quality and fulfilment of both Council's statutory duties and the performance targets as defined.

To ensure collaborative working and be part of the departmental management team in ensuring joined-up approaches towards policy and delivery of all planning related services, on all issues relating to management, performance and resources within the managerial team. This includes leading customer service and business improvement initiatives.

To ensure the efficient and effective negotiation, processing and successful implementation of planning projects across the district and in relation to assigned activities including one or more growth areas of major change, urban extensions, regeneration in accordance with operational plan requirements, and other delivery agreements established with developers and other partners.

Ensure that customers receive an integrated service with emphasis on service excellence.

To lead, manage and contribute to the delivery of service improvement projects for the service to meet performance and quality expectations as defined by the vision.

To be the lead officer for the shared service Planning Committee and work with the Chairman, members of the Committee and local members in the delegation and preparation of planning decisions as appropriate.

To give direction and support to team in the negotiation of high quality design outcomes that meets the Council's key objectives and Section 106 planning obligations to ensure that development delivers the required design standards and essential public infrastructure in an effective and timely manner, in accordance with local, regional and national policy requirements.

Lead on appropriate multidisciplinary, interdepartmental and inter-authority development teams on a wide range of topic and area based projects aimed at improving the greater Cambridge shared service.

Person Specification

Values:

Our values framework sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Attributes	Essential Criteria	Desirable Criteria
Education and Qualifications	<p>Degree in planning, regeneration or related discipline and substantial relevant experience in the delivery and management of development management or regeneration or strategic growth services.</p> <p>Eligibility for membership of RTPI or other relevant professional body</p> <p>Qualification in management or public administration or related discipline (level 5 CMI or significant equivalent senior managerial experience)</p> <p>Evidence of continuous professional development</p>	
Knowledge and experience	<p>Extensive understanding of the regulations and processes for two or more of the following:</p> <ul style="list-style-type: none"> • Development management • Planning policy • Urban design • Architecture/conservation practice • Planning enforcement • Transport planning <p>Thorough awareness of current issues and a working knowledge of legislation relevant to the team's work</p> <p>Demonstrable understanding of contemporary practice operating customer centric services in local government</p>	

<p>Skills and Abilities</p>	<p>Ability to lead change and improvement processes including motivating others and successfully work under pressure and meet deadlines, performance target and produce a regular consistent output of work</p> <p>Excellent verbal, written communication and presentation skills</p> <p>Proven ability to deliver high quality services that are cost effective and provide excellent customer care</p> <p>Sound understanding of project development, management and delivery including experience of managing contracts and projects to deliver effective commissioned outcomes</p> <p>Good numerical and IT skills, including experience in the application of planning related systems and Microsoft packages</p> <p>Ability to proactively engage local communities and other key stakeholders in all aspects of the development and delivery of the service.</p> <p>Ability to negotiate successfully and influence outcomes</p> <p>Advanced and highly developed analytical and problem solving skills</p>	
<p>Personal Attributes</p>	<p>Inspires confidence and trust with people at all levels internally and externally</p> <p>Proven ability to manage conflict in the discharge of the planning function</p> <p>Innovates and builds consensus/leads new ideas and seeks to understand how they can be applied to improving customer outcomes</p> <p>Continuously develops and updates professional expertise and provides positive role model for personal development in line with the workforce strategy</p> <p>Organises own work and able to supervise the work of others to maximise efficiency and productivity</p> <p>Acts with tact and diplomacy in all aspects of work</p> <p>Shows initiative and is a proactive self starter</p> <p>Proven ability to promote continuous</p>	

	<p>improvement and the development of improved planning outcomes through the application of contemporary management practice and leadership</p> <p>Ability to work flexibly to meet the requirement of the role.</p> <p>Commitment to developing and supporting talents, skills and values of the organisation to ensure that the service is a centre of excellence</p> <p>Committed to the achievement of equal opportunities in both employment and service delivery</p>	
<p>Miscellaneous/ Other working requirements</p>	<p>Ability to attend meetings within and outside the greater Cambridge area including some evening meetings.</p>	