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| <b>Designation:</b>    | <b>Senior Enforcement Officer</b>                |
| <b>Grade:</b>          | <b>Stroud 5</b>                                  |
| <b>Responsible to:</b> | <b>Principal Enforcement and Appeals Officer</b> |
| <b>Service Area:</b>   | <b>Planning</b>                                  |
| <b>Post Number:</b>    |  |

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Educated to degree or equivalent standard or proven extensive experience of planning enforcement

### EXPERIENCE

- Understanding of the relationship between development management, planning policies and the rest of the development process
- An understanding of planning law and legislation
- Proven ability to produce well researched and justified evidence
- Fully conversant with PACE
- Ability to prioritise work with limited supervision but within guidelines
- Able to deal with and defuse difficult and confrontational situations

### SKILLS & KNOWLEDGE

- Excellent written and verbal communication skills
- Ability to help lead a team and contribute positively to its function
- Up to date knowledge of planning legislation and national and local planning policy and guidance
- Demonstrable skills in the use of and application of information technology
- Ability to output high quality work

### PERSONAL ATTRIBUTES

- The ability to handle stressful situations in a calm and polite manner
- Committed to providing excellent customer service

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Eligible for membership of the RTPi

## EXPERIENCE

- Experience of presentations to public meetings and Committees

## CORE COMPETENCIES

### 1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

### 3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

### 5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

### 7. **Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.