

Designation:	Senior Enforcement Officer
Grade:	Stroud 5
Responsible to:	Principal Enforcement and Appeals Officer
Service Area:	Planning
Post Number:	DEV1032

ESSENTIAL CRITERIA

QUALIFICATIONS

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

EXPERIENCE

- Understanding of the relationship between enforcement, planning policies and legislation
- An understanding of planning and case law
- Proven ability to produce well researched and justified evidence
- Fully conversant with PACE
- Ability to prioritise work with limited supervision and supervise the work of others
- Able to deal with and defuse difficult and confrontational situations and deal with complaints
- Ability to demonstrate conflict resolution
- Excellent negotiation skills

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.