



Ipswich Borough Council  
Job Description: K52

## **Operations Manager – Town Planning**

### **Main Purpose of Job**

To be town planning lead professional officer for the Council. To promote Planning of the town by, leading, managing and being accountable for the Strategic Operational Area, reporting directly to the Director / Assistant Director and to be part of the senior management group for the Council

### **Main Duties**

1. Responsibility for the development, co-ordination, implementation and review of the annual Operational Plan for the Operational Area, incorporating the Council's risk management procedures.
2. To lead and develop operational area employees To manage and supervise employees in accordance with Human Resources policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.
3. To be responsible and accountable for the operational areas budget/s including monitoring and reporting and the preparation of estimates as and in accordance with the Council's financial procedures. Maximise value for money services.
4. To identify, co-ordinate and promote new and innovative opportunities to develop the service for the future including alternative methods of service delivery.
5. Contribute to the development and implementation of corporate projects and policies.
6. To advise the Council on the interpretation, preparation and implementation of evolving planning policies and to formulate and implement policy and operational organisational changing needs.

### **Operational Duties**

1. To be the lead professional officer on all matters relating to policy and operational delivery for the town planning operational area including the strategic planning agenda, development management and conservation and urban design, reporting directly to Director / Assistant Director and Portfolio Holder; be responsible for the formulation of relevant service strategies, policies and objectives to deliver efficient and cost effective planning services to meet statutory and Council priorities.

2. Take overall responsibility for the annual Operational Plan and day-to-day delivery and strategic direction of the planning service, ensuring that a joined up coordinated approach is taken; ensure appropriate flexibility for the teams to be able to adapt to fluctuating workloads inherent in the planning policy, development management and conservation and urban design workloads;
3. To manage and support the planning work of the teams within the operational area as necessary including determination of major applications, appeals and enforcement cases, the preparation and examination of plans and the promotion of heritage.
4. Identify and co-ordinate new and innovative concepts, principles and practices in the delivery of planning services; promote strong performance management and connect policies, strategies and decision making to action and outcomes; monitor, review and feedback information on individual and team performance, providing help and assistance as necessary to enable improvements in their delivery of services.
5. Exercise delegated powers including those for the determination of planning applications.
6. Responsible for the preparation, co-ordination and presentation of reports to Council, Committees, Corporate Management Team, Working Groups, Panels, public examinations and external forums; manage the implementation of actions and policies agreed; deal with major appeals and attend Hearings and public Inquiries as the Council's lead planning officer and specialist witness.
7. Provide expert advice on planning and conservation matters to include committee Chair, Portfolio Holder, Councillors, and Corporate Management Team, and to deal with complex and sensitive issues of a political nature.
8. Plan for the operational delivery of customer focused services to continuously improve the outcomes for both businesses, residents and other stakeholders. Regularly review service delivery with key stakeholders. Develop partnership working.
9. To be responsible for Continuous Professional Development (CPD) in own specialist/professional area in order to remain abreast of new developments, local and national issues, case law and relevant legislation, also maintaining comprehensive CPD records.
10. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



**IPSWICH**  
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## Person Specification

### Town Planning Operations Manager

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	<p>Degree level education in Planning or proven equivalent level of technical and organisational knowledge in own specific field.</p> <p>Knowledge of appropriate regulation, legislation and practice.</p> <p>Chartered Planner with Membership of RTPI or other relevant professional body as required for the post.</p> <p>Evidence of continuing professional development.</p>		Application/Certificates
<b>Relevant experience</b>	<p>Proven extensive management experience within a comparable organisation.</p> <p>Experience to develop, co-ordinate, implement and review the annual Service area plan.</p> <p>Experience of managing and control of budgets, including monitoring, reporting and preparation of estimates.</p> <p>Proven success in establishing and maintaining a performance-orientated culture which delivers efficient and effective customer services.</p> <p>Experience in establishing and developing strong working relationships with a range of people from relevant organisations including professional bodies.</p>	<p>Experience in managing planning related functions within a public sector organisation.</p> <p>Demonstrate ability to use technology to improve business effectiveness.</p> <p>Experience in managing multi disciplinary teams of Officers.</p>	Application/Interview/Test/Presentation

	<p>Proven ability to formulate relevant service strategies to deliver an effective and efficient service.</p> <p>Effective project management skills.</p> <p>Experience of successfully delivering innovative and creative solutions to service delivery.</p> <p>Ability to understand and promote the Council's vision and priorities as it applies to the Service area.</p> <p>Ability to identify and manage risks within the remit of the job.</p> <p>Sound knowledge of national, regional and sub regional issues and policies as it relates to Planning Policy and Conservation services.</p>		
<p><b>Specialist knowledge</b></p>	<p>In depth knowledge and experience of developing and implementing Planning strategies and policies.</p> <p>A significant understanding of the future issues affecting the delivery and development of Planning and Conservation services and the development of strategies and policies, which will ensure the Council's compliance.</p> <p>In depth understanding and experience of all relevant design, regulations and standards and the inter-relationships with other disciplines such as Highways, Housing, Legal and Environment.</p> <p>Sound knowledge of design and management of the built environment and conservation services.</p> <p>In depth knowledge of</p>	<p>Proven success in management of the operational delivery of relevant services and projects.</p> <p>Knowledge of identifying funding opportunities to develop relevant services.</p> <p>Broad knowledge of urban design.</p> <p>Broad knowledge and understanding of financial management.</p>	

	<p>planning development management including planning applications, standards and enforcement.</p> <p>Previous and demonstrable experience in partnership working.</p>		
<b>Personal skills</b>	<p>Demonstrate effective presentation and communication skills.</p> <p>Ability to organise and prioritise workload and achieve objectives whilst managing competing pressures and conflicts of interest.</p> <p>Ability to deal with sensitive political issues as it relates to the service.</p> <p>Ability to lead, motivate and develop staff in a performance focused culture.</p> <p>Demonstrate a sound understanding of equal opportunities and diversity issues in relation to employment and service delivery.</p> <p>Ability to work collaboratively, building trust, mediating, conciliating, negotiating and delegating.</p> <p>Demonstrate a customer focused and responsive approach that improves service delivery.</p>	<p>Ability to use technology to improve business and service effectiveness.</p>	<p>Application/Interview /Test/Presentation</p>
<b>Special working conditions</b>	<p>Will be required to work outside of normal working hours and to attend evening meetings.</p>		<p>Application/Interview</p>