**Job Profile Information: Planning Improvement and Support Manager**

**This supplementary information for Planning Improvement and Support Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 2**

**Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To provide leadership across a range of technical support functions to ensure the delivery of high quality service to customers while initiating and leading the delivery of projects that improve customer service, efficiency and financial management of the service. As a member of the Service Management Team the role is also responsible for working closely with the head of service to devise and maintain effective performance management across the service.

**Example outcomes or objectives that this role will deliver:**

Development Management is a high performing service where data underpins performance management and service improvement priorities, and is used to drive up productivity of the service

A modernised Development Management service which makes use of digital solutions to ensure the provision of efficient customer focused services.

Effective implementation of national policy changes as related to development management

Successful delivery of changes to the Local Land Charge service linked to national government changes to the Council’s role in providing the service

Improved approach to customer and resident engagement from the Development Management service which puts feedback from our customers at the approach to improvement

Delivery of a value for money pre-application service, which generates income to support the ongoing delivery of development management functions

A dynamic technical support service, provided by a skilled team of empowered officers who are equipped with the skills and confidence required to navigate Camden’s planning governance structures

**People Management Responsibilities:**

Responsible for line management of a team of 9 officers including planning assistants/technicians, community involvement officer and Local Land Charge manager

**Relationships:**

The post holder reports to the Head of Development Management and works closely with the Regeneration and Planning Programme Manager to deliver improvement projects for the service.

Significant working relationships include:

Councillors

Senior managers across the council including the Regeneration and Planning SMT

Development management service management team

ICT and finance services

HR

**Work Environment:**

Mainly office based in 5PS, must be willing to attend evening meetings if required.

**Technical Knowledge and Experience:**

A good understanding of the local, regional and national political, strategic and operating context and the ability to understand its impact on the delivery of development management services in local government

Excellent analytical skills with the ability to strategically assess issues and challenges to come up with creative solutions, often in situations with a degree of ambiguity

The ability to work independently and with credibility in order to build relationships with members and officers across the council and externally as appropriate, to support the delivery of improved development management services

Highly organised, with the ability to plan and effectively manage projects of varying to scale, to time and to budget

Good communication skills, both written and verbal, and able to demonstrate the ability to convince officers at all levels of the organisation about the benefits of new initiatives or change projects

Eligibility for membership of the RTPI would be desirable but not essential. As would experience in mentoring/managing more junior members of staff

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**