

Job Profile Information: Conservation Team Manager

This supplementary information for Conservation Team Manager is for guidance Job Level 5 Zone 1

Camden Way Category 4/5

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:

Camden has an extremely rich and varied heritage including 5600 buildings listed due to their national and international importance and 39 conservation areas. This incredible legacy has been enhanced through the development of high quality contemporary development. The post holder will be an experienced conservation and design professional with the motivation, initiative and leadership skills to manage a conservation team. Pressure for development in this tightly constrained borough is high and the post holder will need to ensure that the team are balancing the need to preserve and enhance the historic environment, whilst embracing and supporting the delivery of the next generation of design excellence and architectural style, and delivering good growth. The post holder will need to work closely with the Urban Design Team in Regeneration and Place, collaborating and creating a cohesive design and conservation service within planning. The post holder will be responsible for managing strategic conservation and heritage related projects including ensuring regular reviews of conservation area statements, tackling heritage at risk and considering the use of Article 4s where appropriate. They will also be required to build a positive working relationship with the CAACs and the Council's Heritage Champion. As well as demonstrable technical and management abilities, the post holder will have passion and energy for their profession, strong communication skills, a commitment to delivering excellent customer service and achieving the best outcome for residents through the delivery of high quality schemes.

- The post holder will be required to work strategically and to build relationships across the council and externally.
- The post holder will be an expert point of reference on heritage legislation and Camden's planning policies and procedures.
- The post holder will be required to empower staff and the service to make decisions and feel confident in their knowledge and ability.
- The post holder will ensure the provision of a responsive, high performing and high quality Development Management 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.
- 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 and influential conservation team.
- A team of empowered officers who are equipped with the skills and confidence required to navigate Camden's planning governance structures.
- Effective negotiation, stakeholder involvement and conflict resolution to ensure the delivery of high quality and innovative outcomes that reflect Council wide priorities and policies.
- Development Management decisions which comply with relevant legislation, statutory and other Council plans, policies and guidelines that can be robustly defended in planning appeals as necessary.
- Reports, correspondence, written and telephone enquiries and complaints dealt with within target response times and of a quality and content that meet required standards.
- Support and manage staff within the team, ensuring that they maintain a good level of performance and are supported in their career development.
- Build a positive working relationship with the CAACs, Heritage Champion and Historic England.

People Management Responsibilities:

Team manager is responsible for the line management of 5 FTE conservation officers (1 x Principal Conservation Officer, 3 x Senior Conservation Officers and 1 x Conservation Officer).

Relationships:

The post holder reports to the Head of Development Management and works closely with the Regeneration and Place Strategic Lead and the Urban Design Manager to deliver the planning service.

Significant working relationships include:

- Councillors
- Senior managers across the council
- Planning teams in particular Development Management, Regeneration and Place and Planning Policy.

- ICT and finance services
- HR
- Major landowners, developers and applicants
- Residents and amenity groups including the CAACs
- Historic England

Work Environment:

Mainly office based in 5PS, with home working initially, and must be willing to attend evening meetings if required.

Qualification:

Graduate degree in building conservation or equivalent, or a postgraduate master's degree or diploma, and be eligible for the IHBC (Institute of Historic Building Conservation) or another relevant professional body.

Technical Knowledge and Experience:

- Knowledge and understanding of legislation and national and local heritage policy.
- Excellent analytical skills with the ability to strategically assess issues and challenges to come up with creative solutions.
- Excellence in customer care and an understanding of the role of local government in supporting residents.
- 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.
- Substantial experience of working of historic building conservation in the planning field.
- Understanding of urban design and architectural issues relating to the promotion of good design.
- A proven track record of providing a lead role on highly complex, politically sensitive planning, regeneration and conservation issues to deliver a good outcome.
- Experience of management or coaching and mentoring professional staff and ensuring the quality and output of a team.
- Ability to work as part of a management team to deliver a high performing and responsive service in challenging development contexts.
- A good understanding of the impacts of planning on people and the environment and a commitment to the delivery of inclusive growth which supports businesses and communities, reduces inequality, improve lives and the built environment, and tackles climate change.
- Good communication skills, both written and verbal, and able to demonstrate the ability to convince officers at all levels of the organisation and members about the benefits of conservation projects.
- A high degree of political awareness, including experience of working with publicly elected representatives.

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 select the attached [HERE](#)

Chart Structure

