

Job Summary

This is intended to be used as guidance for hiring a similar role to that outlined below. Please read through this and amend as necessary in collaboration with your council HR team.

Post Title	Digital Planning Product Officer BOPS	Pay Grade	[Grade G9 (c.£50-53K)]
Service Area	Technical Planning and Improvement Team, Planning and Environment Service	Line Manager	[ODP Officer]
Location	[enter here]	Job Family	Technical
DBS Check Required?	No		

Section 1: Job Purpose and Job Context

Primary Purposes:

- To lead the development, testing, implementation and management of digital planning products. Representing the Council internally and externally on digital planning projects ensuring that the Council's interests are appropriately secured.
- To lead the implementation of changes in the Planning Service, bringing about significant improvements in the delivery of the planning service, ensuring an effective, high quality and customer focused service.
- Responsible for the prioritisation and decision-making on ODP development, functionality, testing, and content.
- To be responsible for supporting the development of new planning systems, working with partner authorities and central government, as the Council's planning and policy expert. To assist in empowering staff in Planning and Development to address obstacles to improved delivery, enhanced customer satisfaction, improved resilience and reduced costs.
- The post holder will need to be creative and resourceful in order to move Planning and Development forward and be able to support a culture of continuous improvement with innovative and flexible working processes.

Section 2: Main Responsibilities and Duties

Product management and development (agile product owner):

- Lead on the development and implementation of Digital Planning products for the Council and support project partners.
- Providing LPA, planning policy / officer insight into the development of new digital planning tools.
- Prioritise and make decisions on BOPS product development, functionality, and content.
- Be the main point of contact for user feedback and issues related to the products, and collate / analyze user feedback as required. Engage with relevant internal and external user groups as required.
- Test BOPS functionality and content, logging any bugs / issues.
- Research, design and develop methods for turning documents to data to support BOPS
- Responsible for the development and amendment of flows and services.
- Mocking up ideas / solutions / prototypes and contribute / promote the playbook of best practice to digital planning services.
- Develop and support the ongoing testing and training of BOPS providing support to Council's customers and officers testing and using the new tools to ensure continuation of the planning service.

Project management:

- Report progress, issues, risks, and key milestones to the Planning and Environment Strategic Leadership Team, Members, Directors, and all boards relevant to the BOPS project.
- Working alongside partner authorities and DLUHC to develop a forward plan for the ongoing development of BOPs to meet the Council's needs.
- Support any procurement activity, business cases, signing-off, finance, grants and contracts needed for the ongoing development and funding of BOPS.
- Management of relevant Trellos and other project management tools.
- Lead and develop the communications strategy for digital projects within the Council, working with the relevant teams as required.
- Support the preparation and submission of bids for short- and long-term funding.
- Support the award and monitoring of grants, contracts and tenders to the Council as needed.

RIPA/BoPS - general:

- Developing content for and representing the council at partnership, public and other high-profile events, influencing opinions and actions both internally and externally.
- Supporting all aspects of project delivery and attending project meetings as required.
- Supporting the ongoing development and testing of BOPS
- Escalating / communicating issues to other project functions as required
- Support the onboarding of new team members and partner councils
- Observe / attend live user testing where possible.

Relationships:

- Initiate, build and maintain good working relationships with all relevant internal and external stakeholders, joint main contact for The Department for Levelling Up, Housing & Communities (DLUHC).
- Ensure that the wider Planning and Environment Service is engaged in Digital Planning projects through regular updates.
- Liaise with appropriate internal teams / external contractors / suppliers to co-ordinate appropriate service delivery and resolve issues.
- Provide mentoring and training to other members of the Digital Planning Team including the Digital Planning Apprentice and Digital Planning Support Officer.
- Manage escalated and complex enquiries to satisfactory conclusion, escalating further if unable to resolve.
- Provide professional challenge and advice to colleagues, managers and partner organisations, as appropriate as the planning / product lead in digital planning.

General service:

- Support and provide specialist input into other digital planning projects, sharing experience and knowledge from BOPS
- Promote the use of digital in spatial planning, and identify opportunities for other service areas (e.g. policy implementation) through digital projects.
- Identify partner / funding opportunities for other digital projects.

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

[insert as appropriate]

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Significant experience of delivering complex services with expert technical knowledge and experience.	In depth understanding of the planning process and the role of Development Management.	✓	
Detailed operational knowledge of systems relating to own area.	Excellent knowledge of Uniform, IDOX Public and Consultee access, MapInfo and new digital tools such as PowerBI.		✓

Expert knowledge and understanding of the policies, procedures, professional guidelines, legislation, best practice and emerging developments within the scope of the service area.	In particular in relation to validation, statutory consultation requirements, appeal processes and GDPR.	✓	
Excellent knowledge of the service area and the inter-relationships with other services and external agencies and partners.	Experience of working with a range of organisations and stakeholders from both the public and private sectors.	✓	
Experienced project manager with a good understanding of agile project management methodologies.		✓	
Excellent interpersonal, negotiating and influencing skills. Ability to engage and influence customers, partners and stakeholders.		✓	
Excellent customer service skills, with experience of resolving escalated/contentious issues.	Experience of managing the customer experience and developing processes to enhance the experience of customers.	✓	
Proven analytical and problem solving capabilities. Numerate and able to create, manipulate, interpret and analyse data	Good attention to detail and accuracy, particularly in relation to validation.	✓	
Experience in assessing the impact of/ requirement for change and developing appropriate responses. Proven track record of successful delivery of major projects and service/change initiatives.	Experience of integrating working practices and processes (process re-engineering) including working collaboratively with colleagues from other areas	✓	
Evidence of enthusiasm, drive, commitment and energy demonstrated in achieving goals.	Creative and innovative thinker. A positive 'can do' approach to service delivery and a commitment to continuous improvement.	✓	
Qualifications		Essential	Desirable
Educated to degree level or equivalent experience		✓	
Membership of a relevant professional body and/or a professional management qualification		✓	
Other Requirements		Essential	Desirable

Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	✓	
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This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.
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