

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	Project Officer	Pay Grade	[Grade G9 (c.£50-53K)]
Service Area	[Digital Planning Team, Planning Business and Improvement, Planning & Development, Planning and Environment Service]	Line Manager	[Lead Digital Planning Innovation and Delivery Officer]
Location	[enter location]	Job Family	Technical
DBS Check Required?			

Section 1: Job Purpose and Job Context

Primary Purposes:

- 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
- Lead Project Manager and contributor to the planning and delivery of large programmes including, Open Digital Planning which encompasses [enter your project specifics here]
- Leading the development of new planning systems, working with partner authorities and central government, as the Council's technical expert. Representing the Council externally on digital planning projects ensuring that the Council's interests are appropriately secured
- Advise and support with general digital planning issues, requests, and integrations, and provide technical IT system advice as required
- To empower staff in Planning and Development to address obstacles to improved delivery, enhanced customer satisfaction, improved resilience and reduced costs. Providing ongoing specialist support and training to the wider Digital Planning Team
- Produce complex technical plans, designs and/or specifications within the area of expertise
- The post holder will need to be creative and resourceful 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

Project management:

- Lead Project Manager and contributor to the planning and delivery of larger programmes within the Planning Service
- Report progress, issues, risks and key milestones to the Planning and Environment Strategic Leadership Team, Members, Directors, and all boards relevant to the project.

- Working alongside partner authorities and the Department for Levelling Up, Housing & Communities (DLUHC) to develop a forward plan for the ongoing development of the project

General planning IT expertise/service:

- Help and support with general Planning IT issues, requests, integrations, and provide technical IT system advice as required
- Support data audits, data cleanses, and data analysis as required
- Training of staff on how to use existing software and tools
- Support and provide specialist input into other digital planning projects, sharing experience and knowledge
- Peer support and shared learning related to data, integrations and infrastructure
- Ensure compliance of Digital Planning software with all web / IT requirements (e.g. DNS/proxies/access)
- Management of relevant work boards (e.g. Trello) and other project management tools.

Finance/procurement:

- Shared responsibility for any procurement activity, business cases, signing-off, finance, grants and contracts needed for the ongoing development and funding for the project
- Identify partner/funding opportunities for other digital projects
- Support the preparation and submission of bids for short- and long-term funding
- Co-ordinate the award and monitoring of grants, contracts and tenders to the Council

Technical skills:

- Lead on the technical aspects of Digital Planning Innovation projects for the council and support project partners, including Tier 1 IT systems support and data integrations
- Lead the data monitoring and metrics for the projects and dashboard reporting solutions for the council and partners, including providing training on how to create, administrate and set up solutions
- Implementation of payment systems and processing (e.g. GOV.UK Pay) for the council and partners
- Awareness and promotion of the data available in the software we use and existing council-used APIs
- Responsible for the development and amendment of relevant flows and services for the project
- Set up and manage the dual running of systems and assess and advise how systems can work within council infrastructure

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 scheduling / attending project meetings as required
- Supporting the ongoing development and testing of products with the planning team
- Escalating/communicating issues to other project functions as required
- Support the onboarding of new team members and partner councils

Relationships:

- Initiate, build and maintain good working relationships with all relevant internal and external stakeholders, main contact for Department for Levelling Up, Housing & Communities (DLUHC) as part of this project
- 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 Planning Team
- Manage escalated and complex enquiries to a satisfactory conclusion, escalating further if unable to resolve
- Provide professional challenge and advice to colleagues, managers and partner organisations, as appropriate as the technical lead in digital planning

Section 3: Values and Behaviours

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

[insert as appropriate here]

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
Extensive knowledge of the service area and the inter-relationships with other services and external agencies and partners		✓	
Detailed expert knowledge of the systems relevant to own area	Expert knowledge of [insert as appropriate - e.g Uniform, IDOX Public and Consultee access, Enterprise, GIS systems and other digital tools such as Power BI...]	✓	
Experience in the management of existing systems, requiring a high degree of technical expertise.		✓	
Experience in the development of new systems, requiring a high degree of technical expertise		✓	
Expert knowledge and understanding of the policies, procedures, professional guidelines, legislation, best practice and emerging developments within the scope of the service area		✓	
Experienced project manager in digital projects with expert understanding of agile project management methodologies		✓	

Authority and credibility to establish positive and productive relationships with stakeholders and engage successfully with colleagues, partners and customers at all levels.	Experience of working at a senior level with external suppliers and partners.	✓	
Excellent interpersonal, persuasion and negotiation skills.		✓	
Experience in researching and identifying requirements and producing comprehensive business cases, reports and recommendations.		✓	
Experience of identifying and managing risk in agile projects.	Identification and reporting of project risk	✓	
Excellent research and analytical skills demonstrating evidence of the ability to identify and evaluate complex problems/issues and develop innovative solutions.		✓	
Evidence of enthusiasm, drive, commitment and energy demonstrated in achieving goals.		✓	
Excellent time management skills to manage a complex workload, prioritise and set deadlines and cope with conflicting and changing demands.	Ability to manage a range of competing activities effectively and deliver to tight timescales. Calm and effective under pressure.	✓	
Qualifications		Essential	Desirable
Educated to degree level or equivalent experience		✓	
Membership of a relevant professional body and/or a professional management qualification [e.g. insert as appropriate]		✓	
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.		✓	

This job summary is not intended to be exhaustive and duties may likely 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.

END.

—Additional Information for Job Evaluation purposes only—

The information provided hereafter is required for job evaluation purposes only, and does not form part of the job summary and **should be removed prior to using the job summary for recruitment advertising or selection processes.**

Job Family	Technical	Anticipated Grade	G9
New Role	Yes	Anticipated Role Profile Ref	
Post number(s)	Insert SAP post number(s) if this is in relation to existing post(s).	If not a new role, what is the legacy council?	
If a previous BCC post, please provide the original job evaluation number if possible.			

Communicating and Influencing

Which of the following components is likely to be required of the job holder (tick all that apply):

✓	Component	Activities	End Result
✓	Courtesy	Communicating skills less important than procedural skills. 'Getting along' with people effectively.	Customer/contact is well treated
✓	Tact		
✓	Provide information		
✓	Understand	Uses technical knowledge to cause action or acceptance. Group leaders/technical supervisors/technical negotiators	Action or acceptance
✓	Influence		
✓	Rational arguments		
✓	Develop	Skills critical in changing behaviour of others. Most managers/negotiators/mediators	Behavioural change
✓	Motivate		
✓	Inspire		

With whom does this role have regular work contact? (e.g., internal/external customers, clients, senior managers, members, partnership organisations, external bodies)

- Senior Managers, Directors, Members and equivalent level in external bodies, private sector suppliers and partnership organizations.
- Managers, team leaders, planning case officers, land charges, legal services and democratic service officers.
- Customer Experience and ICT project leads.
- Other local authorities and expert bodies for benchmarking purposes, national bodies, local government agencies and Department for Communities and Local Government.
- Developers/agents and other stakeholders such as members, parish and town councils and the public.

Which key stakeholders does is role have to work with to be successful? (if same as above please state).

Same as above

Planning

What sort of deadlines does this role work to? (tick all that apply):	✓	Job Specific Examples
Short term (1-6 months)	✓	Working on tasks set by DLUHC in relation to project sprints to deliver the project. Manage and contribute to planning and delivery of larger programmes as required
Medium term (up to 12 months)	✓	Develop initiatives to improve business processes and procedures. Preparation of tenders and contracts. Manage and contribute to planning and delivery of larger programmes as required
Long term (1 year plus)	✓	Leading the development and implementation of new systems/digital tools, linked to Medium Term Financial Plan. Manage and contribute to planning and delivery of larger programmes as required

Forward planning requirements (tick all that apply):	✓	Job Specific Examples
Up to 3 months	✓	Developing and influencing DLUHC programme of delivery of digital planning projects. Manage and contribute to planning and delivery of larger programmes as required
1 year	✓	Implementing changes in planning legislation (e.g. permitted development). Delivery of savings identified through Medium Term Financial Plan relating to efficiencies derived through digitalisation of the planning services. Manage and contribute to planning and delivery of larger programmes as required
3-5 years	✓	Support delivery of changes to planning as set out in the government White Paper. Delivery of savings identified through Medium Term Financial Plan relating to efficiencies derived through digitalisation of the planning services. Manage and contribute to planning and delivery of larger programmes as required

Problem Solving

Job holder will: (tick the closest fit, please do not select more than one option):	✓
Work with exact instructions, with minimal or no latitude to deviate from these	
Work with specific instructions and standards, with some predefined options to choose from	

Work with well defined, somewhat diversified procedures, with the requirement to prioritise and organise work	
Be told what to do with options on how, post holder will have choice over which procedures to use and in which order to use them	
Be told what to do, free to think about how, post holder will need to develop procedures and processes	
Be told what to do in very broad terms, post holder will need to develop plans, set priorities, and develop processes to achieve objectives	✓

Job holder will use the following thought processes: (tick all that apply):	✓	Overview
Recognise/recall	✓	'This is the answer'
Sort	✓	'Which is the answer?'
Search	✓	'Where is the answer'
Analyse	✓	'Is this the right question?'
Interpret	✓	
Evaluate	✓	

Decision Making and Accountability

Level of supervision will be (tick the closest fit, please do not select more than one option):	✓
Closely controlled, on a continuing or hourly basis	
Controlled, less stringent, allows scope to follow standing instructions until told otherwise	
Standardized. Supervisor checks in both on a periodic basis and after the fact.	
Generally regulated. Review may be at the end of the day or week and is after the fact. Assignments specify both 'what' and by 'whom'	
Clearly directed. Achieves objectives within approved plans. Post holder determines 'how' and 'when'. Monthly/annual focus.	
Generally directed. Establishes end results and annual objectives for service/directorate. Takes action and commits resources.	✓

If this role manages a budget please state the size of the budget: N/A

If this role monitors a budget please state the size of the budget: N/A

How many direct reports does this job have in its reporting line? (if none please state). **Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to.** (e.g., 2x Range 3 BCC, 1x Range 2 AVDC, 1x Range 4 WDC)

No Direct Reports

How many indirect reports does this job have in its reporting line? (if none please state)

No indirect reports

If the role does not manage/monitor a budget or manage staff please indicate the nature of the role choosing the closest fit from the below options.

Description: (tick the closest fit, please do not select more than one option)	✓
<i>Ancillary</i> - Provides incidental support services, which may include simple tasks such as filing, cleaning for example	
<i>Supportive</i> - Provides support service usually of an informational/recording nature within a department, OR operates/maintains secondary or support equipment or machinery	
<i>Operational</i> - Provides a support service of a facilitating or interpretative nature across one or several departments OR operates/maintains major technical equipment OR coordinates practical/personal support services, typically through others to groups of clients	
<i>Analytical</i> – Provides a specialized service, usually of an analytical, diagnostic and advisory nature OR operates/maintains critical, highly complex equipment or systems that are core to the business	
<i>Guiding</i> – Leads an identifiable area of activity such as employee teams/projects within well defined parameters OR provides advice and guidance within an area of expertise at the framework/policy development level	
<i>Effecting</i> – Delivers results from operations comprising multiple related teams performing diverse activities OR ensures the delivery of strategic programs OR leads the provision of functional policies and frameworks that enable organisational performance	✓

What are the top three key decisions this role would be responsible for?

1. Managing project risks and identifying/ carrying out mitigating actions.
2. Project programme and sprints, working alongside other partners and DLUHC.
3. Communications and campaigns promoting the new tools.

What decisions are referred to the line manager?

1. Authorising and approving expenditure
2. Where risk is identified that could significantly impact the performance of the service.
3. Where risk is identified that could have reputational or budget implications.

Re-Evaluations

Where this is an existing post, please identify the changes to the post since it was last evaluated:

New post.

Any other information

Please use this area to provide any other relevant information that is not covered elsewhere.

This post is being funded for by the Department of Levelling up Housing and Communities (DLUHC) as the council is a partner authority in a number of digital projects in planning. The grade of the role is reflective of this.

This post sits under [update as appropriate, the below is indicative] e.g. the Digital Planning Innovation Officer who reports to the Digital Planning Team Leader.

