

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Places

DIVISION: Planning and Strategic Transport

JOB TITLE: Enforcement Officer

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ROLE PROFILE

Job Title:	Enforcement Officer
Department:	Places
Division:	Planning and Strategic Transport
Grade:	Grade 11
Hours (per week):	36
Reports to:	Team Leader (Enforcement & Trees)
Responsible for:	No staff responsibilities
Role Purpose and Role Dimensions:	The provision of an responsive development control service: To identify and investigate alleged contraventions of planning control, to determine any related retrospective planning applications (as directed), to determine the expediency of taking formal enforcement action, to make recommendations in accordance with adopted guidance and to manage related correspondence, appeals and court work At Grade 6: On a caseload of breaches of planning control (including breaches of planning condition) involving primarily householder development and specifically, whether a breach of planning control has taken place. At Grade 7: On a caseload of breaches of planning control (including breaches of planning condition) involving primarily householder development; seeking to resolve the breach of planning control through a variety of measures (including the determination of retrospective applications and dealing with related planning and enforcement related appeals (as directed). At Grade 8: On a caseload of breaches of planning control (including breaches of planning condition) involving a range of commercial and residential related breaches of planning control seeking to resolve the breach of planning control through a variety of measures (including the determination of retrospective planning applications, the service of enforcement notices and related planning and enforcement appeals (as directed).

At Grade 9: On a caseload of breaches of planning control (including breaches of planning condition) involving a full range of complex commercial and residential related breaches of planning control seeking to resolve the breach of planning control through a variety of measures (including the determination of retrospective planning applications, the service of enforcement notices and related planning and enforcement appeals - as directed).

At Grade 10: On a caseload of breaches of planning control (including breaches of planning condition) involving a full range of complex commercial and residential related breaches of planning control seeking to resolve the breach of planning control through a variety of measures (including the determination of retrospective planning applications, the service of enforcement notices and related planning and enforcement appeals and appearance on court when seeking to prosecute against the failure to comply with planning enforcement proceedings – as directed).

At Grade 11: On a caseload of breaches of planning control (including breaches of planning condition) involving a full range of the most complex and controversial and politically sensitive commercial and residential related breaches of planning control, seeking to resolve the breach of planning control through a variety of measures (including the determination of retrospective planning applications, the service of enforcement notices and related planning and enforcement appeals and appearance on court when seeking to prosecute against the failure to comply with planning enforcement proceedings and/or instigating direct action and recouping the Council's costs – as directed).

Commitment to Diversity:

As a member of the Enforcement & Trees Team to take individual and collective professional responsibility for championing the Council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

Key External Contacts:

Planning Inspectorate, external solicitors, the Courts, developers and their agents and the general public.

Key Internal Contacts:

Planning officers and planning managers, legal officers, colleagues in other internal enforcement regimes, some ward councillors.

Financial Dimensions:

Preparation of staff costs for court cases.

Key Areas for Decision Making:

Judgement on the merits of enforcement cases and making recommendations of action or no further action.

Other Considerations:

Ability to attend evening or weekend meetings and from time to time and to work hours required to meet pressing deadlines that may exceed contracted hours.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA\)](#)

No

Key Accountabilities and Result Areas:**Key Elements:**

Responsible for the investigation of alleged contraventions of planning control and making professional recommendations on casework

This will involve:

- Ascertaining if there is a breach of planning control in each case by inspecting sites and making other necessary investigations
- Prioritising enforcement investigations in accordance with the adopted Planning Enforcement Plan and maintaining appropriate records of findings
- Evaluating simple and complex casework having regard to all material considerations, resolving breaches of planning control through negotiation when possible
- Dealing with retrospective planning applications arising out of enforcement investigations as directed
- Preparing a report justifying a recommendation on each case to take no further action, formal action or to close the case as appropriate

Responsible for the efficient processing of appeals against decisions on

This will involve:

- Ensuring that all appeal documentation is completed and submitted to the Planning Inspectorate on time and that

enforcement casework

appeal submissions have regard to the development plan and to all other material considerations

- Defending the Council's decisions by attending appeal hearings and giving evidence at public inquiries

Defending the Council's enforcement decisions in the Courts

This will involve:

- Liaising with the Councils' solicitors on prosecution procedures and casework
- Preparing and presenting evidence in the Magistrates, Crown and County Courts

Promotion of customer satisfaction on development management services

This will involve:

- Noting customer satisfaction feedback on service delivery for personal development
- Responding to Member Enquiries
- Responding to customer enquiries and complaints on the service

Implementation of enforcement and related legislative services

This will involve:

- Initiating legal action including the serving of enforcement and other statutory notices as appropriate on casework
- Implementing changes in service delivery arising from new legislation and decisions taken by the Planning Inspectorate, Courts and the Ombudsman

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc. as appropriate.

**Contribute as an effective
and collaborative team
member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title: Enforcement Officer

Career Grade Level 1

Essential knowledge:

- A-Levels or equivalent that would allow entry onto RTPI accredited first degree
- Appreciation of current issues & developments affecting planning, regeneration & local government in London desirable
- Policy: Appreciation of main Central Government & development plan policy issues desirable
- Law: Appreciation of development management legislation desirable
- Appreciation of the operation of local government

Essential skills and abilities:

- Writing: display general level of ability in letter & report writing; exhibit a clear & comprehensible writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system & spreadsheets desirable
- Appreciation of decision drafting: conditions/reasons for refusal desirable
- Ability to read and scale drawings and appreciation of urban design skills desirable
- Time/priority management: developing ability & understanding of techniques
- Ability to work under pressure
- Methodical and attention to detail
- Logical thinker and ability to analyse and weigh issues
- Appreciation of team working
- Polite, helpful and building confidence
- Negotiation: developing ability & understanding of techniques; clear listening, questioning and reasoning ability
- Verbal communication: effective in most situations
- Presentation skills: developing ability
- Customer care awareness

Essential experience:

- Planning enforcement and development management generally: appreciation of processes involved desirable
- Appeal awareness: understanding of process desirable

Special conditions:

- To be prepared to attend evening and weekend meetings (e.g. Committees & events within the borough) desirable
- Ability to drive
- Able to walk and climb stairs

Career Grade Level 2

Essential knowledge:

- Educated to a sufficient level to carry out the duties of the post and/or a graduate degree or equivalent that would allow entry onto RTPI accredited postgraduate degree
- Appreciation of current issues & developments affecting planning, regeneration & local government in London
- Policy: Appreciation of main Central Government and development plan policy issues
- Law: Appreciation of development management legislation
- Appreciation of the operation of local government

Essential skills and abilities:

- Writing: display general level of ability in letter & report writing (planning enforcement and planning application work – as directed) exhibit a clear & comprehensible writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system & spreadsheets desirable
- Basic decision drafting: conditions/reasons for refusal
- Ability to read and scale drawings and developing expertise and competence in investigative work and collecting and presenting evidence
- Time/priority management: developing ability and understanding of techniques
- Ability to work under pressure
- Methodical and attention to detail
- Logical thinker and ability to analyse and weigh issues
- Developing ability at working in teams
- Polite, helpful and confident
- Negotiating: developing ability and understanding of techniques; clear listening, questioning and reasoning ability
- Verbal communication: effective in straightforward situations
- Presentation skills: developing ability
- Customer care understanding

Essential experience:

- Planning enforcement and development management generally: appreciation of processes involved desirable
- Appeal experience: understanding of process desirable

Special conditions:

- To be prepared to attend evening and weekend meetings (e.g. Committees & events within the borough) desirable
- Ability to drive
- Able to walk and climb stairs

Career Grade Level 3

Essential knowledge:

- Educated to a sufficient level to carry out the duties of the post and/or a graduate degree or equivalent that would allow entry onto RTPI accredited postgraduate degree
- An understanding of current issues affecting planning and local government in London, especially in relation to planning enforcement and resolving breaches of planning control
- Policy: An understanding of main Central Government and development plan policy issues, particularly regarding enforcement desirable
- Law: An understanding of planning legislation OR practical knowledge of criminal law and the ability to distinguish between criminal law and civil law
- An understanding of the operation of local government

Essential Skills and Abilities

- Writing: display good level of ability in letter writing; clear reports on retrospective planning applications (as directed) and controversial enforcement issues, a good ability in the drafting of witness statements, statements of evidence etc. exhibiting a clear and comprehensive writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system & spreadsheets desirable
- Competent decision drafting: conditions/reasons for refusal
- Proficient in the collection and presentation of evidence
- Good level of competence in investigative work: able to Read and scale drawings
- Time/priority management: effective in most situations
- Ability to work under pressure and handle stress
- Ability to achieve a quality/quantity balance; methodical and attention to detail
- Logical thinker and ability to analyse & weigh issues
- Proficient at working in teams
- Proficient at handling difficult people effectively
- Negotiation: good level of proficiency; clear listening, questioning and reasoning ability
- Verbal communication: effective in difficult situations
- Tactful and diplomatic
- Customer care competence

Essential Experience

- Appeal experience: understanding of process

Special Conditions

- To be prepared to attend evening and weekend meetings (e.g. Committee and events within the Borough) and work outside normal office hours
- Ability to drive
- Able to walk and climb stairs

Career Grade Level 4

Essential Knowledge

- Educated to a sufficient level to carry out the duties of the post and/or a graduate degree or equivalent that would allow entry onto RTPI accredited postgraduate degree
- Good understanding of current issues affecting planning and local government in London, especially in relation to planning enforcement and resolving breaches of planning control
- Policy: Good understanding of main Central Government and development plan policy issues, particularly regarding enforcement
- Law: Good understanding of planning legislation OR practical knowledge of criminal law and the ability to distinguish between criminal law and civil law
- Good understanding of the operation of local government

Essential Skills and Abilities

- Writing: display good level of ability in letter writing; clear reports on complex and controversial enforcement issues, a good ability in the drafting of witness statements, statements of evidence etc. exhibiting a clear and comprehensive writing style in line with Plain English Principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system & spreadsheets desirable
- Proficient decision drafting: conditions/reasons for refusal
- Proficient in the collection and presentation of evidence and drafting enforcement notices
- High level of competence in investigative work
- Time/priority management: good level of proficiency
- Ability to work under pressure and handle stress
- Ability to achieve a quality/quantity balance; methodical and attention to detail
- Innovative thinker and ability to analyse & weigh issues
- Good understanding of the dynamics of team working
- Proficient at handling difficult people effectively
- Negotiation: good level of proficiency; clear listening, questioning and reasoning ability
- Verbal communication: good level of proficiency in most situations
- Tactful and diplomatic and politically astute
- Customer care champion

Essential Experience

- Appeal and court experience: written representations hearings and prosecution hearings

Special Conditions

- To be prepared to attend evening and weekend meetings (e.g. Committee and events within the Borough) and work outside normal office hours
- Ability to drive and walk and climb stairs

Job Title Enforcement Officer

The academic qualification and level of experience criteria are set out below:

Salary Scale	Required Qualification, Experience & Competences
Level 1	
6	• A-levels or equivalent and educated to sufficient level to carry out the duties of the post and allow onto an appropriate RTPPI accredited planning technician course and/or first degree; • Sufficient knowledge and/or experience of work within development management to be able to perform at a satisfactory level • Assessment of competence against the role profile & the Level 1 person specification and towards the Level 2 person specification
Level 2	
<i>Progression subject to formal interview & assessment</i>	
7	• First degree and/or a RTPPI accredited planning technicians course and/or having equivalent planning enforcement related experience that would allow entry onto an appropriate RTPPI accredited postgraduate degree (desirable) • Prior planning enforcement/planning application determination experience (desirable) • Assessment of competence against the role profile & the Level 2 person specification • Past performance against targets (for internal assessments only)
<i>Progression subject to assessment by line manager & agreement of service head</i>	
8	• Successfully completed 1st year of postgraduate degree and/or an RTPPI accredited planning technicians course (desirable) • Minimum of 1 year's development management and/or planning enforcement experience • Assessment of competence against the role profile & towards the Level 3 person specification • Past performance against targets (for internal assessment only)
Level 3	
<i>Progression subject to formal interview and assessment PLUS a suitable vacancy</i>	
9	• An appropriate RTPPI accredited postgraduate degree (desirable) • Minimum of 2 years' planning application determination and/or planning enforcement experience • Assessment of competence against the role profile & the Level 3 person specification • Past performance against targets (for internal assessment only)
<i>Progression subject to assessment by line manager & agreement of service head</i>	
10	• An appropriate RTPPI accredited postgraduate degree (desirable) • Minimum of 2 years' planning application determination and/or planning enforcement experience • Experience of engaging in planning/enforcement appeals and the gathering and presenting admissible evidence in court • Assessment of competence against the role profile & progress towards

	the Level 4 person specification • Past performance against targets (for internal assessments only)
Level 4	
<i>Progression subject to formal interview & assessment PLUS a suitable vacancy</i>	
11	• An appropriate RTPI accredited postgraduate degree (desirable) • Minimum of 3 years' planning application determination and/or planning enforcement experience • Experience of engaging in planning/enforcement appeals and the gathering and presentation of admissible evidence in court • Experience of court prosecutions and/or direct action to remedy breaches of planning control and/or failure to comply with enforcement notices

Entry criteria

- An officer's starting salary scale entry point will be based on both qualification and experience at the time of employment, in addition to an assessment of their competence against the role profile & the appropriate level of the person specification. These entry requirements are defined in the table above for each salary scale band. Officers will normally start at the bottom of the salary scale band that they qualify for.

Progression each year

- Decisions on annual progression up the salary scale points within a salary scale band takes place in the normal manner through the council's PDCS process and is unaffected by the career grade scheme.
- Assessments to move up to the next salary scale band will take place in March of each year alongside the council's PDCS process so that, if awarded, the new salary level can be paid from 1 April. If there is a delay in carrying out assessments, any promotion that is awarded will be backdated to 1 April
- An officer who starts employment with the Council between 1 April and 30 September in any year can apply to move in the following March for commencement on 1 April: that is between 6 and 12 months from their start date. An officer who starts employment with the Council between 1 October in on year and 31 March in the following year can apply to move in the subsequent March for commencement on 1 April: that is between 12 and 18 months from their start date.
- Officers should only apply to move when they are confident that they have achieved all of the appropriate criteria for the next band (as set out in the table above) as only one application to move to the next salary scale band can be made in any 12 month period. The scheme will only allow an officer to move to the next salary scale band, it does not allow them to jump a salary scale band.

Progression within the career grade levels

Movement from salary scale 7 to 8 or from 9 to 10:

- Confirmation that an officer has reached the necessary

level of qualification and experience:

- An explicit assessment, by their line manager, of competence against the requirements of the role profile & satisfactory progress towards the requirements of the relevant person specification: and
- That a satisfactory level and quality of work has been produced over the previous year.

This assessment has to be agreed in writing by the Head of Development Management. Any appeal against these decisions will be to the Director of Planning & Strategic Transport, whose decision will be final.

Progression between the career grade levels

Movement from salary scale 6 to 7, 8 to 9 or from 10 to 11 will be based on a formal interview. It will generally be with the line manager, the Head of Development Management and a representative from HR. It is also likely to involve testing. Essentially it will be the same process as applying for the post in response to an advert. A decision to allow an officer to move will be based on:

- Confirmation that they have reached the necessary level of qualification and experience:
- An assessment of demonstrated competence against the requirements of the role profile & relevant person specification:
- That a satisfactory level and quality of work has been produced over the previous year.

Any appeal against these decisions will be to the Director of Planning & Strategic Transport whose decision will be final.

