

Job Description and Person Specification

Job details

Job title:	Operations Lead (Business Manager)
Grade:	NNC Band 08
Reports to:	Head of Development Management and Enforcement
Responsible for:	Operations team
Directorate and Service area:	Growth and Regeneration

Purpose of the job

This role works across the functions of Planning Policy and Placemaking and Development Management and Enforcement to support the managers of these areas in the successful delivery of their services and achievement of their relevant Service Plan objectives and targets.

The postholder will manage and develop a team delivering project management, performance and data monitoring and administrative support specific to the delivery of a successful planning service.

Principal responsibilities

Generic:

1. Assisting senior colleagues and Managers in the Planning Service.
2. Ensuring the highest levels of customer service.
3. Support initiatives and all aspects of process improvement and systems review where needed.
4. Take responsibility for personal development and continuous improvement to develop a thorough understanding of current issues, processes, legislation or systems.
5. To maximise personal productivity, minimise errors and produce high quality and timely work outputs.
6. Attendance at evening and weekend meetings/committees/exhibitions.

Specific tasks:

7. Responsible for overseeing and facilitating all invoicing and transactions. Budget monitoring and calculation of projections to support the Head of Development Management and Enforcement, and the Head of Planning Policy and Placemaking. Produce financial statements and programme information for Planning Service Managers.

8. Responsible for overseeing and facilitating the monitoring of team performance, including performance indicators and project milestones. Ensuring the timely completion and submission of both internal and Government performance data returns.
9. Be responsible for the management of data and how it can be effectively extracted and represented to the support management decisions.
10. Oversee and facilitate the preparation of business cases or bid documents to accompany bids for submission for external funding.
11. Coordinate all IT Superusers for planning systems, providing training and support to the users of the systems generating reports and updating templates and processes as required.
12. To monitor, report on and support the timely responses to customers, MP and Councillor complaints and feedback to ensure the Planning Service is consistently meeting corporate service standards.
13. Handle FoI, EIR and SAR requests and process data in accordance with GDPR.
14. Provide office management support to the Planning Service as required to enable the efficient and cost-effective operation of these teams.
15. Support the Assistant Director of Growth and Regeneration in ensuring statutory responsibilities are met, and services are aligned to the Council's long-term vision, promoting a culture of performance management which delivers high quality, high performing, value for money services.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to degree level or equivalent experience to demonstrate the same level of: • Attaining a critical understanding of theories and concepts, • A conceptual understanding of a level that is necessary to devise and sustain arguments, and/or to solve problems with an appreciation of the uncertainty, ambiguity and limits of knowledge. • An ability to manage their own learning and to deploy accurately established techniques of analysis and enquiry. • The ability to communicate information, ideas, problems and solutions to both specialist and non-specialist audiences, the exercise of initiative and personal responsibility and decision-making in complex and unpredictable contexts. Relevant experience at a management level in an appropriate, related work area, reflecting a corporate and strategic approach in a diverse service environment.	Experience of working in the English Planning System.
Experience and Knowledge	Strong understanding of the common administrative functions required to support the processing of an application through the English Planning System.	Experience of using computerised planning systems and GIS.

Attributes	Essential criteria	Desirable criteria
	Demonstrate ability to prioritise workload and operate under own initiative. Project Management Experience of financial management including high volume (and value) transactions and budget monitoring on complex budgets. Successful record of managing change and continuous improvement, showing an appreciation of change management issues. Experience of managing a diverse workforce, with demonstrable ability to motivate and inspire others to achieve high performance outcomes and positive working relationships and an open and flexible management style. Experience of working in a political environment and taking account of conflicting demands.	
Abilities and Skills	Good communication skills Ability to write concise and accurate reports to tight deadlines Able to deliver excellent customer service under pressure Computer literate Good organisational skills Able to travel independently to sites across the Council's administrative area, or further away to attend meetings and events on behalf of the Council. For example, the ability drive with access to own transport.	

Attributes	Essential criteria	Desirable criteria
	Good time management skills Good personal presentation A team player Confident and assertive Strong experience of designing and implementing effective systems and processes to handle high volume transactions relating to performance management, customer correspondence and non-financial data. Experience and understanding of project management mechanisms and their uses in medium and long-term projects.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		