



Role Description and Employee Specification

Job Title:	Development Management Service Manager	Location:	Cirencester
Department:	Communities and Place	Service:	Planning Services
Reports to:	Head of Planning Services.	Working Hours:	37 hours per week
Salary:	£62,318	Peer Group:	PGT1 Strategic Managers
Business World Post Number:		Job Group:	Specialist Level 4
Contract Type:	Permanent	Direct Reports:	Yes

Overall purpose of the Post:	<p>As Development Management Team Manager, you will support the Head of Planning Services in leading the Development Management service and translating the Council's Corporate Plan, Service Plan and business objectives into effective service delivery. You will provide operational and professional leadership for planning application processing, service performance, decision-making quality, customer outcomes and resource management.</p> <p>You will lead, manage and support the Development Management team to deliver timely, lawful, proportionate and policy-compliant decisions, provide high-quality professional advice to Members, applicants, communities and stakeholders, and drive continuous service improvement. You will also create and promote a collaborative, inclusive and high-performing working environment, fostering a team culture that supports professional confidence, shared learning, innovation, accountability and continuous improvement.</p> <p>The role will require you to anticipate future service demands, legislative and policy change, legal risk, performance pressures and complex technical planning matters, exercising professional judgement where guidance, precedent or established procedures are unclear, and independently identifying effective, lawful and proportionate solutions. Managing Principal and Senior Officers, you will work collaboratively with government agencies, community groups, developers, elected Members and other partners to secure high-quality sustainable development outcomes for the district.</p>
Key Tasks and Responsibilities:	<p>Support the Head of Planning Services in leading the Development Management service and translating the Council's Corporate Plan, Service Plan and business objectives into effective service delivery, ensuring service priorities, performance standards, resources and decision-making support the Council's wider strategic objectives.</p> <p>Anticipate and respond to future service demands, legislative and policy change, performance pressures, legal risk and complex technical planning matters, exercising professional judgement in areas of significant ambiguity and independently identifying proportionate, lawful and deliverable solutions.</p>

	<p>Provide leadership and professional guidance to the Development Management team, ensuring robust performance management, delivery against targets and objectives, effective risk management, high standards of quality and accuracy, and a culture of collaboration, innovation and excellence.</p> <p>Support the Head of Planning Services to ensure people, budgets and resources are managed effectively, including workforce planning, recruitment, staff development, mentoring and succession planning, to maintain service resilience and develop competent, confident and resourceful staff.</p> <p>To manage Principal and Senior Officers and other Planning Specialists within the team, including one-to-ones, appraisals, performance reviews, coaching and mentoring.</p> <p>Set clear expectations and support delivery through objective setting, development planning and targeted training to improve performance, resilience and consistency of professional judgement.</p> <p>Promote a positive, high-performing culture, ensuring staff wellbeing, engagement, and professional standards in customer-facing situations.</p> <p>Attend, present and report to Planning Committee, Cabinet and appropriate panels as required, advising Members and senior officers on planning matters.</p> <p>Lead and coordinate the service approach to appeals, including preparing statements/evidence, supporting officers, and representing and coordinating the Council at hearings/inquiries where required.</p> <p>Coordinate responses to complaints, Member enquiries and complex or sensitive planning issues in line with Council procedures and timescales.</p> <p>Maintain, interpret and apply a detailed understanding of relevant planning legislation, national and local policy, procedures, case law, business requirements and professional guidance to ensure lawful, consistent and effective service delivery.</p> <p>To apply innovative, pragmatic and legally sound judgement where guidance, procedures or precedents are unclear, independently developing proportionate local responses to changes in government policy, case law, legal challenge and complex Development Management issues.</p> <p>Demonstrate political awareness and engage effectively with elected Members, the wider local community and other stakeholders, representing the Council's interests in strategic and sensitive Development Management matters, including interpreting new legislation and guidance to support effective decision-making and protect service reputation.</p> <p>Support the Head of Planning Services with service improvement initiatives, operational projects, and continuous improvement of systems and processes.</p> <p>To deputise for, and carry out other appropriate duties which may be allocated by, the Head of Planning Services as appropriate, including acting as escalation point for operational matters, performance, and Member engagement.</p>
<p>Essential Requirements - Knowledge, Qualifications, Skills, Abilities and Experience:</p>	<p>Planning or related degree.</p> <p>Eligibility for full Membership of the RTPI.</p> <p>Substantial relevant professional experience in Development Management (suggest: 5+ years or equivalent).</p> <p>Proven experience of leading/supervising planning officers and managing team performance.</p> <p>Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders.</p> <p>Experience of being involved in continuously improving services and developing products to meet customer need.</p>

	<p>Ability to remain calm and confident when dealing with challenging customers and environments .</p> <p>Ability to resolve complex issues by negotiation.</p> <p>Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes.</p> <p>Ability to work independently under pressure and within tight deadlines</p> <p>Excellent written and verbal communication skills.</p> <p>Competent in using a range of technology and software packages, including Microsoft and Microsoft Teams.</p>
Desirable Requirements Qualifications, Skills and Abilities:	<p>Relevant recognised academic or professional qualification.</p> <p>Knowledge, understanding or experience of project management.</p> <p>Proven track record in leading projects.</p>
General Accountabilities:	<p>Safeguarding - The Council is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities.</p> <p>The post holder is responsible for maintaining a safe work environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment.</p> <p>Work in compliance with the Codes of Conduct, Regulations and policies of the council.</p> <p>To support the response to a major incident, including taking up a designated role within the emergency management framework.</p>
Special Conditions:	<p>You will be expected to work reasonable additional hours in line with the needs of the service.</p> <p>This post designated as politically restricted in accordance with the Local Government and Housing Act 1989. Politically restricted post holders are restricted from canvassing on behalf of a political party or for a person who is, or seeks to be, a candidate for election to a local authority, the House of Commons, or the European Parliament</p>

Date Reviewed:
Checked by HRBP

Reviewed By:
Date of Issue: