

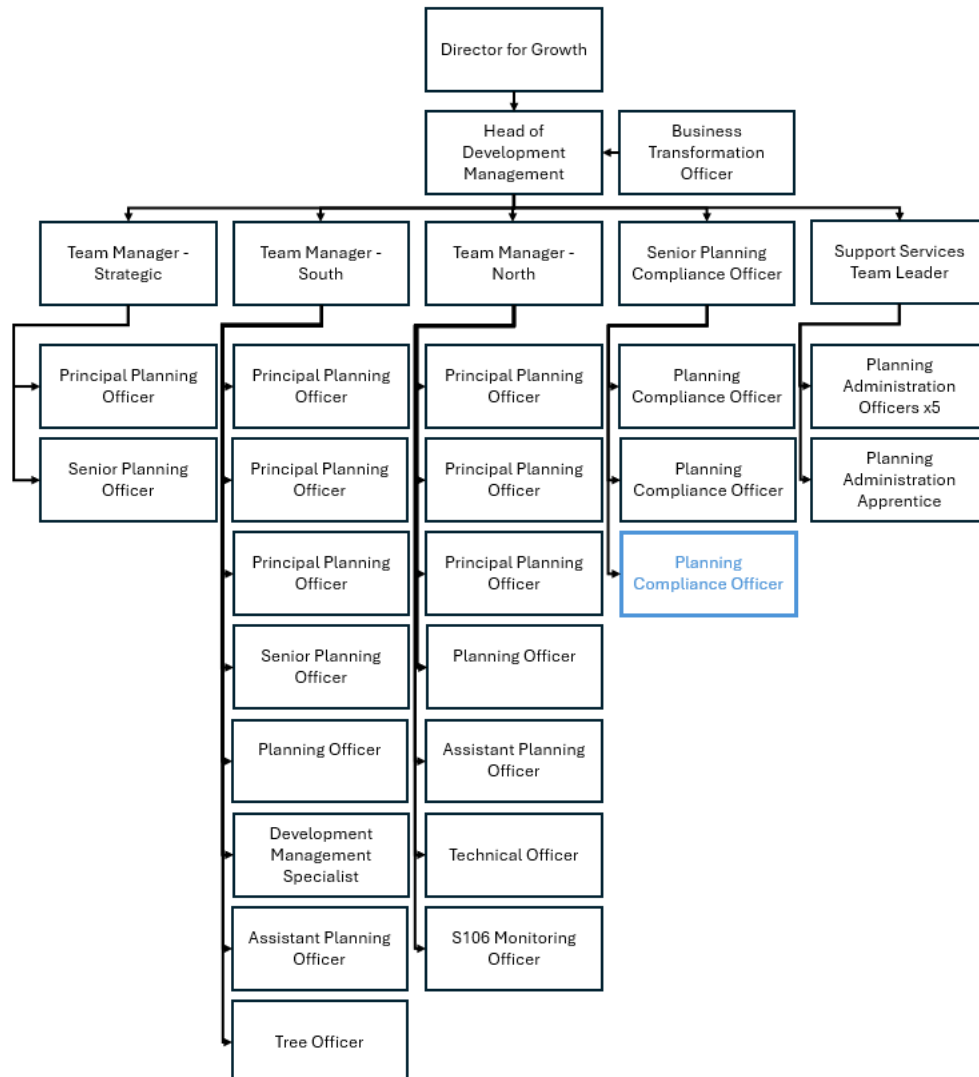
JOB DESCRIPTION

JOB DETAILS	
Post title:	Planning Compliance Officer
Post grade:	Grade E (£31,537- £33,699)
Directorate:	Growth
Section:	Development Management
Reporting to:	Senior Planning Compliance Officer
Line manager:	No
Date updated:	August 2026

MAIN PURPOSE OF JOB
To assist in the provision of an effective and efficient Planning Investigations service aimed at protecting and enhancing where possible the natural and built environment of the Borough.

SPECIFIC DUTIES
• To carry out negotiations with owners/occupiers of land and property to secure compliance with planning controls and the Council's enforcement policy in liaison with development control officers. • To prepare reports and evidence relating to alleged breaches of planning control, including a recommendation on what action should be taken. • To investigate and monitor potential breaches of planning control including surveillance and site visits where necessary, having due regard to PACE and the RIPA procedures, and make a written record of each inspection. • To keep complainants and other interested parties up to date with the progress of investigations where appropriate and inform them of the outcome. • Following receipt, log complaints about breaches of planning control on the Council's Uniform system and keep cases up to date. • Inform, consult and liaise with officers of other departments, other authorities, outside organisations, parish, borough and county council members and members of the public, as appropriate, in connection with alleged breaches of planning control. • Prepare factual reports to identify and illustrate the circumstances of each case under investigation in collaboration with planning officers. • Prepare statements of evidence for use at Court proceedings and attend such proceedings as necessary • Prepare, deliver, post and record delivery of enforcement related notices of all types as required. • Contribute to the review and implementation of enforcement procedures and systems.

ORGANISATIONAL CHART – Development Management Area



KEY WORKING RELATIONSHIPS

- Borough Councillors
- Development Management Team Colleagues
- Environmental Health
- Council Tax/Revenues
- Gloucestershire County Council
- Parish Councils
- Applicants/Agents
- Members of the public
- Other Government Agencies

RESOURCES

- Responsibility for maintaining digital enforcement records
- Responsibility for looking after PPE and measuring equipment/tools
- The post holder will have access to confidential information through planning enforcement investigations. This information must be handled in accordance with GDPR requirements.

we are **Open and Honest**

we are **Respectful**

we are **Inclusive**

PHYSICAL DEMANDS

- Expected to work within the office environment with some lone working from home.
- May be sitting for prolonged periods of time
- Ability to carry out site visits to all areas of the Borough including use of measuring equipment where required
- Undertaking site inspections, including walking distances and on uneven ground
- Attending internal and external meetings
- A driving licence is required. Tewkesbury Borough Council provide access to pool cars for business use.

MENTAL DEMANDS

- Requirement to analyse problems, make decisions and recommendations on a wide range of demanding planning cases with reasoned judgement and good attention to detail
- To find mutually agreeable solutions to enforcement cases through application of broad knowledge base as detailed above.
- To keep abreast of changes to government policy, planning case law and changing working practices and ensure decisions are made in compliance with such.
- To contribute to development of procedures within the enforcement team.
- Verbal & written communication, including report writing and presenting material to a range of audiences.
- Self-motivated and able to see tasks through to a successful conclusion.
- Organisation and manage own workload including meeting challenging deadlines where necessary.
- Negotiate with developers/members of the public to ensure delivery of quality planning outcomes.
- Persuasive skills required to encourage landowners in breach of planning control to adopt a course of action that they would not otherwise take.
- Proactive and able to develop positive working relationships with colleagues, working as part of a team.
- Maintain confidentiality in accordance with current data protection legislation.
- Customer focussed, responsive and co-operative with customers and looks for innovative ways of improving service delivery.
- Dealing with difficult customers and confrontation, on the phone, in correspondence, on site and at public meetings.
- Adapting to change

WORKING ENVIRONMENT

- The role would entail a mix of working from the office, from home and visiting sites and surrounding land at all times of the year through varying weather.
- Compliance with site visit procedures in relation to planning and enforcement to ensure safe site working, e.g. completing site visit calendars, using buddy system etc.
- Attending internal and external meetings, parish councils, planning appeals away from the office etc. as required.

ALL STAFF RESPONSIBILITIES

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

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To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Two A Levels/NVQ Level 3 or equivalent	☒	☐	Application Form
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Investigation experience OR Planning experience	☐	☒	Application Form
Enforcement experience	☐	☒	Application Form
SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Ability to interpret drawings/plans	☒	☐	Application form & interview
Tact and Diplomacy in dealing with people and negotiation skills to ensure the delivery of quality planning outcomes	☒	☐	Application form & interview
Ability to work under pressure with minimum supervision and meet agreed deadlines	☒	☐	Application form & interview
Self-motivation and the ability to motivate others	☒	☐	Application form & interview
Ability to work independently and as part of a team	☒	☐	Application form & interview
Communicate effectively to customers in writing and verbally	☒	☐	Application form & interview
Effective report writing	☒	☐	Application form & interview

Problem solving skills	☒	☐	Application form & interview
Ability to understand detailed policy and legal issues	☒	☐	Application form & interview
Competency with Microsoft Office software	☒	☐	Application form & interview
BEHAVIOURS / ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Customer focused	☒	☐	Application form & interview
Accuracy and attention to detail	☒	☐	Application form & interview
Decision maker	☒	☐	Application form & interview
Ability to use initiative	☒	☐	Application form & interview
Ability to work under pressure and to deadlines when required	☒	☐	Application form & interview
Excellent negotiating/persuading skills	☒	☐	Application form & interview
Customer Focused	☒	☐	Application form & interview
Politically sensitive, tactful and diplomatic	☒	☐	Application form & interview
Open to Change	☒	☐	Application form & interview
Takes personal responsibility & uses resources effectively and efficiently	☒	☐	Application form & interview