Manchester City Council  
Role Profile

Compliance Officer, Grade 6  
Planning Service, Chief Executive’s Directorate  
Reports to: Development Compliance Team Manager

Key Role Descriptors:

This role will undertake the investigation of cases and any consequential action required under the Planning and related legislation, carrying out duties in accordance with the legislative framework and the aims, objectives and values of the City Council.

The roleholder will work to balance the rights of individuals to use or alter their property in the way they wish, and the need to safeguard the character and quality of neighbourhoods by enforcing planning control in accordance with council policy in such a way to protect the public interest.

The roleholder will contribute to the council’s programme of improving the physical well being of the environment. This will include preparing, carrying out and maintaining procedures for the monitoring of developments which have been granted approval, in order to ensure compliance with conditions and approved plans and to initiate formal action where appropriate.

Key Role Accountabilities:

Effectively deliver the planning enforcement end to end process. The roleholder will develop an understanding of the application of the legislation and associated procedures, Government guidance and a developing awareness of the corporate objectives,

Undertake effective enforcement action, including cooperation and coordination with other regulatory agencies. This will include fostering constructive working relationships in order to deliver key outcomes.

Negotiate and influence developers, landowners and their representatives to secure compliance with the relevant legislation. The roleholder will communicate complex technical and legal issues and potential solutions in a clear and concise manner effectively, verbally and in writing.

Provide clear information on planning related enforcement matters to committees, senior officers and working groups, identifying and addressing issues and making informed recommendations on action needed to support key corporate objectives.

Maintain and enhance close liaison on planning enforcement and related issues with councillors, members of the public and other stakeholders, providing advice on a wide range of enquiries and updates as required.

People. Pride. Place.
Prepare statements of evidence for enforcement and planning appeals, prosecutions and other Court proceedings and, where appropriate, attend as the Council’s expert witness. The roleholder will understand and interpret the principles of the planning and related legislation.

Develop links with councillors, community groups and individuals to enable the work of the team to respond positively to people’s wishes and aspirations and further in accordance with Council policy.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.
Compliance Officer – Key Competencies and Technical Requirements

**Behavioural Competencies**

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

**Generic Skills**

- **Communication**: Ability to advise others and deal with sensitive, complex and emotive issues in difficult situations inside and outside own area. Is able to negotiate, persuade and influence internal and external stakeholders. Writes clearly, succinctly and with accuracy.
- **Analytical skills**: Ability to take a large quantity of data from a number of sources and analyse into results. Have the ability to read, measure and interpret accurately plans and drawings.
- **Planning and organising**: Ability to organise own time effectively, creating work schedules, prioritising, preparing in advance and to known key deadlines.
- **Problem solving and decision making**: Ability to formulate independently a range of option for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Creative skills**: Ability to think creatively and provide innovative solutions to problems. Has the ability to develop new approached to finding solutions outside of existing parameters.
- **Research and intelligence**: Ability to research information from a variety of sources.
- **ICT skills**: Ability to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical requirements (Role Specific)**

- Possession of a recognised Town Planning qualification resulting in exemption from the royal Town Planning Institutes final examination, or relevant training and experience of working in Development Management or an Enforcement function.