



# Job Description & Person Specification

Job title	<b>Support Team Leader</b>
Service	<b>Planning and Building</b>
Location	<b>Beech Hurst</b>
Grade	<b>8</b>
Reports to	<b>Head of Planning and Building</b>
Date	<b>June 2025</b>
<b>Our Values and behaviours</b>	
<p>We expect all of our employees to live by and demonstrate our values and behaviours that lay the foundation of how we work. Our six values are:</p> <div><div><b>KINDNESS</b> <b>COLLABORATION</b> <b>ACCOUNTABILITY</b></div><div><b>EQUITY, DIVERSITY AND INCLUSION</b> <b>AUTHENTICITY</b> <b>PRIDE IN OUR DEMOCRACY AND PUBLIC SERVICE</b></div></div> <p>For full details, please visit our website: <a href="#">Our Vision and Values   Test Valley Borough Council</a></p>	
<b>Main job purpose</b>	
<p>Manage, lead and develop the Administration and Support teams within Planning and Building. This is to help us deliver a high-quality and responsive service which meets the needs of our residents and businesses, while protecting and enhancing our towns, villages and countryside, and meeting national performance standards for planning.</p> <p>This role will play a key part in enabling the service to fully align with our wider corporate priorities, as an ambitious council, which wants to regenerate our town centres and places communities at the heart of what we do.</p> <p>To achieve this there is particular emphasis on collaborative working, systems development, administration and procedures, record and resource management, performance management, quality assurance, customer care, service improvements/transformation, and information management (data protection and freedom of information requests).</p> <p>There is also the need for budgetary control across the service, including the Section 106 agreement contributions from developers and Community Infrastructure Levy income, which are important in assisting the council and outside bodies to deliver new facilities and amenities which benefit communities across the borough.</p>	
<b>Main responsibilities and duties</b>	

1. Manage and lead the Support and Administration teams to ensure that key objectives and targets, including those set out in the Service Plan and wider corporate plans and projects, are regularly achieved within the available resources and ensuring the flexible use of staff resources to meet pressures placed upon the service. Recruit, manage and develop staff to maximise their full potential to meet Service objectives in line with our corporate values and behaviours. Performance management of staff to ensure their productivity is optimised to deliver an effective and efficient service.
2. Participate in the authority's Senior Management Forum (SMF) to develop leadership and transformational skills which will be used to improve the way the service is delivered and to develop members of the Administration and Support Teams to enable staff to realise their full potential.
3. Manage and oversee projects associated with electronic systems development and service improvements, aimed at improving business processes across the Service, including upgrades to existing systems and to deliver an effective and efficient service for our residents and businesses.
4. Oversee record and resource management, and quality assurance, ensuring quick and efficient access to information and developing improved ways to access information both internally and externally for people that use and interact with our services.
5. Manage requests under the Freedom of Information (FOI) Act, the Environmental Information Regulations (EIR) and the Data Protection Act, and to lead on responses to the more complex requests, analysing, verifying and applying FOI/EIR exemptions as appropriate, and ensuring responses are issued in accordance with corporate and regulatory timescales. Manage investigations into data protection breaches in line with corporate policies and the General Data Protection Regulations. Manage and implement the Service's Document Retention Strategy. Respond to Stage 1 complaints in line with Council's Corporate Complaints procedure.
6. In response to new government legislation, create solutions and oversee their effective implementation. Develop and maintain strong working relationships with colleagues across the whole service, the wider Council and our communities to ensure consistency and imbed new processes and procedures. Oversee data analysis, government returns and performance monitoring of service delivery and Corporate Plan to ensure the service aligns with wider Council priorities.
7. Co-ordinate the Planning and Building budget estimates and monitoring of expenditure and income. Liaise with the Service's accountant to resolve queries and highlight potential problems. Provide assistance and support to managers on budgets and authorise orders and invoices within expenditure limit. Oversee funds collected through Section 106 and the Community infrastructure Levy, and ensure records are accurate and kept up to date with Finance and other services. Lead a response to associated

disputes liaising with colleagues in Planning and Building and other services as needed.

*To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.*

### **Supervision and management**

This post holder manages and leads the Administration and Support Teams within the Planning and Building Service. Officers in the Support team report directly to the post holder.

### **Resources**

Accountable for the monitoring and co-ordination of a net budget of approximately £1.2 million per annum supporting the Head of Planning Building as the budget holder.

Oversee the collection and management of Section 106 financial contributions from developers and Community Infrastructure Levy payments, amounting cumulatively to millions of pounds, which collectively provide funding to deliver new and improved community facilities across the borough, either directly by the council, or for use by outside groups and organisations.

### **Contacts and relationships**

Building strong and positive relationships with other Council officers from across the organisation, councillors, developers, professional agents and applicants, parish and town councils and the public to ensure the service meets the needs of our communities.

### **Working environment**

- This is an office-(agile working) based role.
- Regular contact with the public.
- Regular contact with councillors and parish/town councils.
- The post requires a moderate amount of walking, standing, bending, carrying and lifting throughout the day.

<b>Criteria</b> Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	<b>Essential (E)</b> <b>Desirable (D)</b>
<b>Educational and professional qualifications</b>	
Management qualification, ie. ILM (Institute of Leadership and Management) Level 5, or HND in Business Management/Studies or an equivalent level of experience.	Essential
GCSEs in English and Mathematics at grade 5 or above.	Essential
<b>Knowledge</b>	
Detailed knowledge of Project Management and data analysis.	Essential
Working knowledge of variety of IT systems, including document management technology, databases, spreadsheets and Geographical Information Systems (GIS).	Essential
Detailed knowledge of budgeting and financial information systems, including purchase ordering.	Essential
Detailed knowledge and understanding of the planning system, applications processes and legislation.	Highly desirable
Detailed knowledge of the Community Infrastructure Levy and planning obligations (s106 agreements).	Highly desirable (can be learnt in the role)
Knowledge and experience of freedom of information requests	Highly desirable (can be learnt in the role)
<b>Experience</b>	
Significant experience of managing and leading a diverse team.	Essential
Experience in an office computing environment with practical knowledge of a variety of computer systems/software and systems maintenance, including MS Office.	Essential
Experience of working with customers face to face and over the telephone.	Essential

Experience of working in a Planning or similar environment.	Highly desirable
Experience of working in Local Government.	Highly desirable
<b>Key skills</b>	
<p>Ability to work corporately and build strong and positive relationships with colleagues inside Planning and Building, and across the wider organisation, including councillors, and outside the Council working collaboratively with others to deliver a service that can meet the needs of our residents and businesses.</p> <p>Excellent IT Skills.</p> <p>Excellent communication and negotiating skills with a high standard of written and oral presentation.</p> <p>Excellent numerical skills and ability to understand financial information, generate reports and undertake statistical analysis.</p> <p>Able to organise and manage a diverse workload effectively, working methodically and flexibly, making decisions to progress work in line with agreed procedures and timescales.</p> <p>Ability to work quickly and accurately whilst maintaining attention to detail.</p> <p>Ability to work well within a team, identify and resolve problems effectively, using own initiative and with minimal supervision.</p> <p>Ability to read and understand Ordnance Survey maps/architectural drawings and legal agreements.</p> <p>.</p>	All essential
<b>Personal qualities and behaviours</b>	
<p>Authentic in your approach to building trusted working relationships.</p> <p>Effective communicator with a collaborative approach</p>	All essential

<p>Takes accountability and responsibility for delivery of work</p> <p>Works in an inclusive manner, valuing diversity and promoting equality of opportunity for all.</p> <p>Self-motivated with a can-do attitude.</p> <p>Adopts a kind, patient and respectful approach in interactions with others.</p> <p>Ability to work in a politically sensitive environment.</p>	
<b>Corporate Responsibilities</b>	
<p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p><b>Health and Safety</b> - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p><b>Safeguarding</b> - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p><b>Equalities</b> – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p> <p><b>Social Media</b> - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.</p> <p><b>Financial</b> – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.</p> <p><b>Risk Management</b> - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.</p>	

**Data Protection and Data Security** - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.