

Job Description:

| | |
|-----------------------|-------------------------------|
| Job | Development & Support Manager |
| Hours per week | 35 |
| Service | Place |
| Team | Development & Support |
| Job location | Balloch |
| Line Manager | Director of Place |
| Band | E |

| | |
|-----------------------------------|----------|
| Key purpose | 1 |
| Key accountabilities | 1 |
| Person specification | 2 |

Key purpose

To manage the organisation's planning casework, support services and performance monitoring, as part of the Authority's statutory planning service. This will include contributing to the delivery of an efficient and outcome focused Development Management service which supports the achievement of National Park aims and identified corporate outcomes.

Key accountabilities

- To lead achievement of specific National Park objectives for responsibility area, including informing internal corporate strategy and policy development and partnership strategies with other organisations. To represent the organisation in this subject area, providing guidance to internal and external parties.
- Co-ordinate and support the delivery of the National Park Authority's Development Management service with the Development Manager in relation to: efficient processing of planning and other similar applications – primarily more straightforward casework but not limited to this; providing a comprehensive planning support, systems maintenance and performance monitoring service.
- Support the Development Management function by demonstrating the organisation's performance against agreed targets and outcomes, and support effective development monitoring mechanisms and intelligence gathering to support planning policy development.

- Establish and maintain effective internal, and to a lesser extent, external partnerships in order to maximise achievement of corporate outcomes. This will include securing and coordinating internal working across teams.
- Contribute to the identification of opportunities to deliver service improvements and develop innovative ways to deliver the organisation's planning activities.
- Deliver continuous service improvements including the provision of pre-application advice and online planning services and the effective involvement of community and other interests who use the planning system.
- Contribute to a positive and efficient Development Management service through the handling of planning and other related applications, and any resultant appeals. Delivering timeous planning decisions which contribute to wider defined Authority outcomes, including clear reporting of recommendations and decisions.
- Lead the provision of appropriate management information to monitor the efficiency and effectiveness of the service.
- In conjunction with other managers in the Service contribute to a customer focused planning advice and information service including e-planning and digital content.
- Lead and drive forward the development or update of systems, guidance, policy and procedures which will contribute to business efficiencies and service improvements for Development Management.
- Effectively manage the team, monitoring their performance and supporting their personal development
- Ensure delivery of Annual Operation Plan projects, as identified.
- Undertake any other duties appropriate to the grade as required.

Person specification

| Assessment Areas | Essential Criteria | Desirable Criteria |
|----------------------------|---|--|
| <i>Relevant Experience</i> | <ul style="list-style-type: none"> • Up-to-date knowledge of the Scottish Environmental and planning sector • Demonstrable experience, high degree of professionalism and record of success in: <ul style="list-style-type: none"> ▪ Delivering development management ▪ Managing others to deliver ▪ Delivering Planning Services online ▪ Business support, systems and procedures | <ul style="list-style-type: none"> • Knowledge and experience of rural planning issues. • Knowledge and understanding of the roles of Scottish National Park Authorities |

| | | |
|---|--|--|
| <i>Specific Skills, Abilities and Qualities</i> | <ul style="list-style-type: none"> • Computer literate • Numerate • Excellent written and oral skills • Articulate with excellent interpersonal skills • Demonstrate personal commitment and empathy to the principles of sustainable development and protected area management | |
| <i>Required Qualifications</i> | <ul style="list-style-type: none"> • A degree, or equivalent in a planning or related discipline • Corporate membership of the Royal Town Planning Institute | |
| <i>Any Additional Job-Related Requirements</i> | <ul style="list-style-type: none"> • Current UK Driving Licence • Flexible approach to working hours as evening and weekend working will occasionally be required | |