



Job Description

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority.

Job title	Senior Planning Project Officer (Compliance and Engagement)
Reports to	Team Leader - Gilston Area
Team	Gilston Area
Grade	Grade 8
Last updated	September 2025

Job Summary

- To ensure the Gilston Area development delivers on the commitments set out in planning permissions by ensuring obligations in the legal agreements are met, including day to day record-management, and liaison with developers, stakeholders and officers
- To lead on community engagement in relation to the delivery of the Gilston Area, supporting both the existing community and the new community that is to be created to understand and share in the aspirations for the place
- To work with the Gilston Area Team and the Council's Communications Team to ensure web-based information is engaging and up to date, including the regular publication of news updates and trackers recording development-related objectives, Section 106 obligations and upcoming delivery workstreams

Key Tasks

Operational Responsibilities

- To monitor the Gilston Area Section 106 to ensure that financial obligations are collected when due and to ensure that obligations to submit strategies and schemes are met and implemented

- To liaise with officers in reviewing submitted strategies and schemes and to ensure that responses are issued as per the terms of the Section 106
- To liaise with developer and authority parties to arrange and attend Review Group meetings, and to record outcomes and actions
- To prepare annual monitoring reports in line with the Gilston Area Monitoring Framework
- To prepare and monitor Planning Performance Agreements
- To be a key contact for residents, leading on organising the Gilston Area Community Forum, keeping the Forum Tracker up to date and ensuring that parties prepare suitable material to keep residents updated on development progress
- To attend Community Forums and other meetings as required, which will include occasional evening meetings
- To lead on updating interim development progress reports for publication on the council's web pages and to work with the communications team on keeping the Gilston Area web pages up to date with key information
- To contribute to a culture of continuous improvement and work with the rest of the team to propose and take ownership of measures to improve customer service and service delivery.
- To contribute to the development of service priorities and ensure resources are focused on activities which deliver those priorities and respond to customer requirements.
- To consistently achieve performance targets and ensure these are reported regularly. And celebrate success with the team and supporting colleagues where required.
- To engage proactively with the Council's learning and development programmes, including the Performance Development Review (PDR) process.

Management/ Supervisory/ Team Working Responsibilities

- To work with colleagues as part of the Gilston Area Team
- To work with colleagues internally and externally to enable appropriate monitoring arrangements to be developed and implemented;
- To assist as part of any relevant project team on strategic sites
- To provide support and mentoring to junior staff.

Communication and Contacts

- Ability to give informed and professional advice on development proposals in written form and advocate clearly orally;

- Can demonstrate a successful track record of developing good stakeholder and partnership relationships.
- Ability to work well within a multi-disciplinary team environment, understanding and drawing on others' expertise and skills.
- Well-developed negotiation skills, persuasive and able to sell ideas and encourage innovation.
- Diplomatic, professional and with an ability to demonstrate a tactful approach when dealing with difficult circumstances.
- Maintain professional contact with professional bodies, and specialist groups.
- Display the values and behaviours of the Council in all contacts, ensuring the delivery of a high quality and respected service.
- Contacts should be dealt with proactively, seeking to maximise the benefits that can be delivered by the service in co-operation with customers.
- Contacts will include: the Director of Place, the Council's Leadership Team, Service Managers, Teams Leaders, departmental colleagues and East Herts Councillors; external Council partners; planning professionals, developers and architects; and members of public and representative groups.

Financial/ Budgetary Responsibilities

- To be aware of and work within available budgets and resources for the Gilston Area Team
- To assist in managing Planning Performance Agreement invoices, Section 106 financial contributions and costs associated with Community Forums

Service Delivery

- To support the Team Leader – Gilston Area to ensure the delivery of an effective, high quality and respected service to customers
- To ensure established standards of customer care are maintained
- To maintain professional competence and ensure relevant training is undertaken
- To ensure that agreed projects are delivered to timescale and budgets.

PERSON SPECIFICATION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title Senior Planning Project Officer (Compliance and Engagement)

Reports to Team Leader – Gilston Area

Team Gilston Area

Grade Career Grade 8

Last updated 9 October 2025

We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus
- Commercial focus

Key Criteria

Qualifications and Experience

- A degree in geography, Town and Country Planning, an environmental or project management related subject is preferable.
- Experience working within a local authority planning department is preferable but not essential.
- Experience working in role that manages multiple workstreams and customers simultaneously is essential.
- Experience of providing clear and concise advice and briefings to elected members, senior managers, peers and members of the public as required both verbally and in writing.

- Experience of working with Section 106 planning agreements or other legislation and legal frameworks to ensure high quality outcomes are achieved and any necessary mitigation is delivered is preferable.
- Experience of mentoring and providing guidance and support to more junior members.

Specialist Knowledge

- Some knowledge of current planning issues and development management related matters.
- Some knowledge and understanding of the legal and policy context within which planning decisions are made and demonstrate an understanding of how weight is applied to conflicting planning objectives.
- Use and manipulate complex information and databases.

Skills and abilities

- Resilience and ability to work effectively in a fast-paced environment being effective in most situations.
- Ability to analyse and translate planning material to arrive at robust planning decisions and achieve high quality outputs.
- High level of time and priority management.
- Good negotiation skills with a high level of proficiency, clear listening, questioning and reasoning ability.
- Ability to work effectively in a team and demonstrate an understanding of their role in that overall service delivery picture.
- Logical thinker with attention to detail and the ability to analyse and weigh complex issues under pressure.
- Able to achieve a good balance between quality and quantity.
- Ability to assimilate, understand and articulate issues rapidly and in a range of situations to a range of audiences.
- Ability to think independently and innovatively and weigh up considerations to arrive at balanced but robust decisions.
- Ability to provide support and guidance and act as a mentor to more junior/less experienced team members.

Communication

- An ability to proactively and effectively communicate with a range of audiences and through a range of mediums.
- A positive and proactive approach to all customers and colleagues
- Exhibit a clear and comprehensive writing/presentation style and verbal communication.

Other

- Visit and inspect land and development sites and other locations both within and beyond the district. Undertake this element of the role in an efficient and effective manner. This will almost always require that the post holder is the holder of a current valid driving licence and has access to a motor vehicle when necessary.
 - The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to understand Safeguarding responsibilities and to share this commitment.
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