

Job Description

Job Title	Operations Manager
Directorate	City Development
Service Area	Planning
Grade	12
Competency Level	3
Salary	£72,938 - £80,881
Job Type	Hybrid
Location	City Wide
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

To manage the operations of the Planning Service ensuring the delivery of its business plan and all service objectives. To champion the customer within the service. Customer service, continuous improvement and innovation will be driving themes of the role.

Directly Responsible For:

N/A

Directly Responsible To:

Director of Planning and Building Control

Main Areas of Responsibility:

- To manage the planning service's daily operations
- Ensuring smooth operation of planning committee and Cabinet reporting
- Monitoring and reporting the service's performance against targets, including targets for different areas / parts of the planning process
- Overseeing the effective discharge of complaints
- To manage the service's base operational budget including fees, subscriptions, software, funds for appeal
- To manage HR matters in liaison with the council's HR function
- To ensure the service's IT infrastructure is fit for purpose and introducing improvements, including in digitising the service, where possible
- To assemble and oversee staff training programmes to assist staff talent and their development
- To ensure that corporate priorities from the City Plan, Council Plan and other corporate and directorate strategies are actively targeted/adopted by the service's work
- Section 106 debt recovery, including liaison with debt recovery team
- To lead and advise on the procurement of specialist advice and services across all areas of the service to ensure the appropriate processes are followed and resources are in place to deliver the city's regeneration agenda
- To champion social value as an integral part of service provision and procurement ensuring wider social, economic and environmental benefits for the council, residents and communities

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Embed the Local Plan's vision and strategic priorities in planning decision making to help maximise development opportunities
- To take a lead role in contract management across the whole service
- To liaise with the Director of Communications and marketing teams to ensure the effective dissemination of project information and support the delivery of an effective Communications Strategy and in turn regeneration and development across the city
- Develop, interpret, challenge, advise on and assist in the implementation of corporate policies and strategies, procedure rules, codes and protocols within the Constitution
- Attend committee meetings, other member bodies and such external working groups as required
- Provide strong performance management of the Planning Service by owning and developing service planning, robust financial and budget management and performance measurement ensuring that continuous improvement, value for money and best value are delivered
- Assess staff operational performance and set appropriate target levels of service
- Create a positive learning and working environment, seek out new ideas and innovations to improve service delivery
- To develop and maintain effective systems for performance and programme monitoring to ensure that data is collected in accordance with internal and external requirements and evaluated information is shared and used to inform the further development of the work of the service
- Attend committee meetings, other member bodies and such external working groups as required

- Visibly promote and demonstrate a strong commitment to equality in all areas of the service and wider business
- Encourage a continuous improvement environment to develop an outstanding service
- Actively promote best practice to ensure consistency, fairness and transparency at all times
- Deal with conflicting demands to establish corporate priorities.
- Take responsibility for the development and provision of high-quality management information and documentation that is timely, accurate and meaningful
- Provide strong performance management of the Planning Service by owning and developing service planning, robust financial and budget management and performance measurement ensuring that continuous improvement, value for money and best value are delivered
- Ensure that all aspects of the Planning service are compliant with all relevant legislation and regulations. Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Office based role so prolonged periods of sitting

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A relevant degree level or above qualification in Planning and/or a related discipline AI
- Evidence of continuous professional development related to one or more aspects of development or project management, which reflects commitment to effective management in a large organisation AI

Desirable

Experience

Essential

- Significant experience at a senior level in a complex and demanding Planning or similar environment AI
- Experience in managing a multi-disciplinary team to deliver a first class Planning service AI
- Experience of developing and delivering a wide range of core strategies and associated policies AI
- Experience of working in a diverse and developing environment where you have been instrumental in managing change successfully AI
- Experience of presenting related issues to senior managers and associated member bodies AIP

- Experience of leading and motivating significant numbers of staff in a demanding environment AI
- Evidence of success in delivering services within tight budget constraints and with limited resources AI

Desirable

- Development and implementation of policies, practices and procedures in line with current government legislation, local priorities and national best practice
- A successful track record of achievement including managing/developing large scale projects
- Evidence of success in delivering planning and development projects with tight budget constraints and with limited resources
- Operational and strategic management experience of delivering high quality services in a multi-agency context. This includes direct service provision, commissioning and through partnering

Skills/Abilities

Essential

- Excellent communication skills, including the ability to articulate information; to present clear, accurate and concise reports to a wide range of audiences reflecting political sensitivities where appropriate AI
- A comprehensive understanding of and the ability to apply, all professional standards legislation, guidance and codes relevant to the service AI
- The ability to develop practical and creative solutions to both service and corporate problems AI

Desirable

- Proven technical and professional skills in relation to Planning
- Ability to influence and negotiate at all levels within the organisation and with external agencies or partners
- IT literate, ability to use MS Office and ability to become competent at using other software applications relevant to the role
- Good judgement and the ability to anticipate and plan for future developments
- Strong analytical and project management skills, and the ability to use data and information intelligently

Commitment

Essential

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to equality of opportunity as an employer and service provider

Other

Essential

- The highest personal integrity and loyalty, supportive to colleagues, with a drive to deliver corporately on the City Council's vision and values AI