

Job Description

Service:	Planning, Infrastructure and Public Protection
Job title:	Planning Support Officer
Grade:	Grade F
Hours of work:	37
Responsible to:	Change Programme Lead
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	N/A

Purpose of Post:

This role will lead and support a wholesale review of Planning, Infrastructure and Public Protection services to ensure the Council is fully prepared for Local Government Reorganisation (LGR).

The postholder will play a key role in re-shaping how services operate, identifying and delivering opportunities to improve efficiency, streamline processes, and build sustainable capacity within officer time.

Working with a high degree of autonomy, the role will focus on moving services from a reactive to proactive operating model, using data, insight and stakeholder feedback to drive continuous improvement.

The postholder will be expected to develop innovative, evidence-based solutions, improving both internal ways of working and external engagement with residents and stakeholders.

This is a hands-on transformation role, working across services to challenge the status quo, redesign processes and embed more effective and customer-focused approaches to service delivery.

Key Deliverables:

The postholder is expected to:

Service Review & Transformation

- Lead or support a comprehensive end-to-end review of Planning and Public Protection services
- Identify inefficiencies, duplication and bottlenecks, and develop practical, scalable solutions
- Redesign processes and workflows to improve speed, consistency and customer experience
- Support transition to future LGR-ready service models

Efficiency & Capacity Building

- Identify opportunities to increase capacity within existing resource
- Introduce improvements that reduce manual processes and maximise use of systems and technology
- Support development of more sustainable and efficient operating models

Data & Insight

- Collect, analyse and interpret service data to identify trends, demand patterns and improvement opportunities
- Use evidence to inform recommendations and track impact of changes
- Develop dashboards, reports and insight to support proactive decision-making

Innovation & Continuous Improvement

- Bring forward new ideas, approaches and ways of working
- Challenge existing practices constructively and promote a culture of continuous improvement
- Support piloting and implementation of new initiatives

Stakeholder & Resident Engagement

- Improve how services engage with residents and customers
- Gather and incorporate feedback to shape service improvements
- Work with internal teams to ensure changes are well-communicated and embedded

Programme & Change Delivery

- Support delivery of LGR-related transformation activity
- Maintain project documentation, plans and reporting
- Monitor progress, risks and dependencies across workstreams

Ways of Working

- Work autonomously to identify priorities and deliver outcomes
- Collaborate across services to ensure alignment and buy-in
- Contribute to a proactive, forward-thinking transformation culture

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
Good understanding of change, project or programme environments	Essential	Application / Interviews
A Levels, NVQ Level 4 or equivalent experience	Essential	Application
Knowledge of local government context or public sector environment	Essential	Application / Interview
Competent in Microsoft Office (Word, Excel, PowerPoint)	Essential	Application / Assessment
Relevant degree or equivalent experience	Desirable	Application
Awareness of project management methodologies (e.g. PRINCE2, Agile)	Desirable	Application / Interview
Experience		
Experience of supporting projects, programmes or change initiatives	Essential	Application / Interview
Experience of gathering, analysing and presenting data	Essential	Application / Interview



Experience of working across teams or departments	Essential	Application / Interview
Experience of documenting processes or procedures	Essential	Application / Interview
Experience supporting projects, transformation or change programmes (e.g. LGR or similar)	Desirable	Application / Interview
Experience working in local government or a planning/regulatory environment	Desirable	Application
Skills and Abilities		
Strong written and verbal communication skills	Essential	Application / Interview
Ability to organise and prioritise work to meet deadlines	Essential	Interview
Analytical and problem-solving skills	Essential	Interview / Assessment
Ability to work both independently and as part of a team	Essential	Interview
Ability to handle multiple workstreams in a fast-paced environment	Essential	Interview
Good stakeholder engagement and interpersonal skills	Essential	Interview



Ability to interpret data and present findings clearly	Essential	Assessment
Adaptability and willingness to learn in a changing environment	Essential	Interview
Ability to support programme or project coordination (including tracking actions and milestones)	Desirable	Interview
Decision Making and Impact on Others What impact the decisions made by the post holder would have on others across the Council	The postholder will: Make day-to-day decisions relating to task prioritisation and project support activities Provide recommendations and insights to support decision-making by the Change Programme Lead Influence outcomes through analysis, reporting and stakeholder engagement Contribute to the successful delivery of change initiatives that impact services across the Council	
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Internal customer contact: approximately 80% External customer contact: approximately 20% Key contacts include: Programme Lead, service managers, team leaders and wider staff Corporate services and project stakeholders External partners, consultants and other local authorities	



	The role requires clear, professional communication and the ability to build effective working relationships.
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	• Proactive, self-starting and outcome focused • Comfortable working with ambiguity and driving change • Curious and open to new ideas and approaches • Resilient and adaptable in a changing environment • Collaborative but confident in challenging existing ways of working • Committed to delivering meaningful improvement for residents • Willingness to occasionally travel and attend meetings
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.



Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.