

# Position Description

## STATUTORY PLANNING COORDINATOR

## POSITION OVERVIEW

You will lead Council's dedicated Statutory Planning Team to deliver sound decisions, provide excellent customer service and continually strive to make improvements to Council's systems and processes to engender public confidence in all planning matters.

You will assist and support the Manager Regulatory Services to develop team workplans, contribute to the development of finance and performance plans, reviews and reporting and provide leadership, coaching and mentoring to the statutory planning team.

At all times you will role model Alpine Shire values by undertaking your key responsibilities in a professional, efficient and timely manner whilst contributing to Council's aim of being a high performing organisation.

## CLASSIFICATION AND RELATIONSHIPS

<b>Classification:</b>	Band 8 Alpine Shire Council Enterprise Agreement
<b>Reports to:</b>	Manager Regulatory Services
<b>Supervises:</b>	Senior Statutory Planning Officers, Statutory Planning Assistant, and Administration Officer (Planning)

## KEY DUTIES AND RESPONSIBILITIES

### **Accountability and extent of authority**

This position is accountable for coordinating the statutory planning process from end to end including:

- allocating planning permit applications to statutory planning team members
- driving progress of planning applications and customer enquiries
- peer reviewing delegate reports in accordance with the relevant legislation, planning scheme, policies and procedures,
- preparing Council briefing and Council reports when required,
- owning and assessing complex and major planning permit applications as required including stakeholder engagement and preparation of delegate and Council reports
- preparation and/or presentation of the Council decisions at VCAT
- assisting the team in appropriate enforcement of relevant planning permits, the planning scheme, legislation, regulations and policies
- carry out applicant and objector negotiations and mediation when required
- procurement with financial delegations and Council policy and procedures
- managing allocated budget and accounts
- providing input to quarterly finance and performance reviews and reports
- planning permit activity reporting.

Extent of authority is restricted to decision other than those requiring direct Council resolution under statutory provisions and requirements, delegations and directions by the Manager.

## **Leadership and People Management**

- In conjunction with the Manager Regulatory Services, provide leadership, coaching and mentoring to statutory planning team members supporting their personal and professional development
- Carry out regular performance conversations with individual team members to discuss areas of success and the areas that require improvement or change, working with the team to implement team wide change and support as required
- Provide clear direction to team members through the preparation of unit, and individual performance plans and key performance indicators
- Provide input into the development and implementation of staffing strategies and participate in the recruitment and selection of statutory planning team members
- Make effective use of your excellent negotiation and conflict resolution skills to handle difficult situations, confrontation or resolve planning issues.

## **Customer Service**

- Place the customer at the heart of the statutory planning delivery model ensuring the whole team focuses on responding early to customer queries and placing work with the person most effective to deal with the query
- Manage the customer query and complaints relating to statutory planning within the targeted timeframes, driving down complaints with the service over time by making necessary improvements to system and processes
- Provide appropriate training to statutory planning team members to build capability to provide a high level of customer service
- Recognise when your intervention in a planning assessment is required to support your team members and continue to deliver an efficient and effective planning service
- Investigate statutory planning complaints and planning compliance decision complaints in line with Council Complaints Policy.

## **Communication**

- For key development sites and assessments likely to garner significant community interest, provide a communications plan to effectively assist the community to understand planning issues and processes and support the customer service and communications teams to deliver high quality and well-planned communications
- Implement improvements to Council's online presence, seeking out a best practise approach and delivering comprehensive guidance and support to the community and professionals seeking planning information about the Shire
- Engage local regular stakeholders in an ongoing dialogue about system and process improvements that can be made to improve their experience
- Work with the communications team to make available information about the policies and procedures that must be followed to meet the various legislative and regulatory functions of statutory planning and planning compliance.

## **Transformation**

- Deliver continuous improvement initiatives to the statutory planning process to meet community expectations and drive efficiencies into the team
- In collaboration with the ICT team, implement and embed new digital solutions to support records management and compliance with all aspects of relevant legislation, regulations, procedures and policies
- Review, refine and routinely update existing policy and procedures through a consultative process with internal and external stakeholders
- Implement change to ensure robust systems are implemented to meet statutory requirements
- Work across Council to innovate, adapt and evolve our systems and processes to place the customer at the heart of our service delivery.

## **Finance and service performance**

- Provide input into the development of the business unit budget and service plan
- Monitor expenditure and ensure projects and services relating to key responsibilities are within the budget set by Council
- Provide input into the finance and performance reviews and quarterly reports as requested by the Manager.

## **Other duties**

- From time to time the employee may be required to undertake duties in addition to those above, but which fall within the employee's capabilities, experience, skills, competence, or training
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Code of Conduct and corporate policies.

## **Judgement and decision making**

- Ability to solve issues by the effective application of established techniques and procedures (excluding decisions requiring Council resolution, decisions outside of those permitted by delegation or policy, or expenditure over and beyond budget allocations)
- Exercise complete discretion and tact in dealing with matters affecting Councillors, employees of the organisation and members of the community
- Ability to develop business unit and individual team member workplans
- Ability to organise and prioritise daily and weekly tasks
- Ability to set priorities to achieve the goals and objectives of the statutory planning team
- Ability to exercise judgement relating to key responsibility areas
- Ability to determine appropriate action in relation to service enquiry including selecting from a range of alternative courses of actions or referring to appropriate Council Officer or community agency

- Recognise sensitive and/or potential serious customer service issues and deal with these in an appropriate manner.

### **Management skills**

- Excellent time management skills, capacity to plan, organise and meet changing priorities and objectives
- Ability to review, analyse and appraise the Planning Scheme, and undertake appropriate actions
- Knowledge of and ability to implement Equal Employment Opportunity, Health, Safety and Risk policies and procedures relating to areas of supervision
- Ability to efficiently implement daily, weekly and longer-term workloads
- Ability to work individually and as a part of a team
- Ability to review and analyse Council services and make recommendations
- Ability to engender public confidence with a strong customer focus
- Ability to deliver outcomes within budget
- Proficient record keeping skills.

### **Interpersonal skills**

- Ability to develop positive relationships that result in better outcomes and resolve conflicts and problems
- Ability to maintain confidentiality of information and advice
- Display and promote a positive image of Council through appearance, attitude, and performance of tasks
- Exceptional written and verbal communication skills
- A strong customer service focus.

## **EXPERTISE**

### **Qualifications**

- Tertiary qualification in town planning or similar discipline with relevant experience
- Registered Planner (Planning Institute of Australia) desirable but not essential
- Current Drivers licence.

### **Specialist knowledge and skills**

- A theoretical and practical knowledge and ability to interpret town planning legislation and practices and associated legislation
- Well-developed analytical, investigative, interpretative and problem-solving skills
- Exceptional communication skills, including stakeholder management and conflict resolution
- Understanding and proficiency in the application of relevant procedures, practices, Acts and Regulations
- Ability and willingness to embrace innovative technologies, methods, products, and processes in the pursuit of continuous improvement

- Ability to exercise initiative in the performance of duties and work with minimal supervision
- Ability to effectively plan, organise and manage own time to achieve targets within a set timetable.

## **Experience**

- Must be able to demonstrate experience in a coordinator/team leader role
- Relevant experience in local government town planning required
- Awareness of current trends and issues affecting town planning.

## **HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES**

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor
- Support the return-to-work plan for any injured worker when returning to work
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council

## **PHYSICAL REQUIREMENTS**

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood
- The work environment may include uneven surfaces and up and down stairs.