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| Position: | Statutory Planner |
| Agreement: | Surf Coast Shire Council Enterprise Agreement 2019 – 2022 |
| Award Classification: | Band 5 |
| Division: | Environment & Development |
| Department: | Planning & Development |
| Date Reviewed: | February 2021 |
| Approved By: | General Manager Environment & Development |
| Current Incumbent: | Vacant |

Our purpose, direction and approach were developed collaboratively by our people for our people. They are the words that resonate with us and guide us with our decision making, ensuring that our community is front of mind,

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

- We set clear expectations
- We are accountable for our actions
- We get things done

We See Opportunity

- We look for better ways
- We are open minded
- We learn from our experiences

We Work Together

- We value strengths and differences
- We seek to work with others
- We help people to succeed

We Make a Difference

- We proudly represent Surf Coast Shire Council
- We act with the future in mind
- We go the extra mile

POSITION OBJECTIVES

- To provide professional advice under regular supervision to developers, the community and internal customers as to the requirements of the Planning Scheme, related legislation and strategic policy.
- To provide excellent customer service to internal and external customers.
- To undertake the assessment and processing of Planning Permit applications within statutory timeframes.
- To assist more senior planners and co-ordinators in the processing of complex applications and various meetings.
- To actively participate as a supportive member of the Planning and Development Department.

ORGANISATIONAL CONTEXT

Refer to Surf Coast Shire Council Organisation Chart within this document.

ORGANISATIONAL RELATIONSHIPS

- Reports to:** Coordinator Statutory Planning
- Supervises:** Nil
- Internal Relationships:** All employees and Councillors
- External Relationships:** General public, other government departments and agencies, referral authorities and industry representatives.

| Key responsibilities | Measurable outcomes |
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| <p>Customer Service</p> <ul style="list-style-type: none"> • Provide high quality planning customer service to Council staff, members of the public and relevant authorities. • Provide accurate telephone, written and counter advice on planning matters. • Foster a culture of customer service excellence consistent with the Surf Coast Shire Customer Service Charter. | <ul style="list-style-type: none"> • Provide clear and accurate planning advice to customers, council staff and relevant authorities on the phone, at the counter and in writing. • Relieve the planning enquiries customer service officer at the front counter as required. • Liaise and communicate with other areas of the Planning and Development Department to assist in making informed decisions. • When requested, contribute to the development and implementation of new systems and procedures. • Coordinate written responses to requests for planning information within agreed timelines. |

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| <p>Planning</p> <ul style="list-style-type: none"> • Process planning applications in a pro-active and customer focussed manner. • Assist more senior planners and the co-ordinator with more complex planning applications. • Participate in consultation meetings and height pole meetings. | <ul style="list-style-type: none"> • Process planning permit applications in a customer-focussed and pro-active manner to meet statutory timelines. • Partner with a more senior planner on the processing of complex planning applications. • Assist more senior planners and co-ordinator in tasks associated with planning permit permits in a professional and efficient manner. • Assist in preparations for public meetings, committee meetings and public consultation. |
| <p>Administration</p> <ul style="list-style-type: none"> • Use Council’s record management system and other computer programs to process applications for planning permits • Foster a culture of continuous improvement in departmental processes, practices and service delivery standards by undertaking regular reviews and development of administration systems and procedures. • Where required, assist in processing applications for certification or statement of compliance using SPEAR. | <ul style="list-style-type: none"> • Actively participate in regular team meetings and ensure follow up actions are completed. • Liaise and communicate with other areas of the Division to assist in making informed and efficient decisions. • Where requested contribute to the development and implementation of new systems and procedures. • Use the Procedure Manual to process applications for planning permits and other related work. |
| <p>General Responsibilities</p> <p>Other</p> <ul style="list-style-type: none"> • Perform other duties and responsibilities reasonably within the capabilities of the position. | <ul style="list-style-type: none"> • Demonstrated willingness to assist other employees. |
| <p>Risk Management and Workplace Health and Safety</p> <ul style="list-style-type: none"> • Observe safe work processes in accordance with training and instruction given and report any hazards to your immediate supervisor. • Participate in the consultative processes provided by the organisation. • Consider risks when undertaking any activity carried out as part of this position or on behalf of council. | <ul style="list-style-type: none"> • Risk, hazards and incidents are reported in a timely manner using the correct channels of communication. • Ensure that work practices are conducted in line with Council’s WHS and Risk management policies, practices and relevant legislation. |

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| <ul style="list-style-type: none"> Risks arising in the workplace may be financial, safety, site, task or person-specific. | <ul style="list-style-type: none"> Apply a Duty of Care when undertaking any activity carried out as part of this position or on behalf of Council. |
| <p>Record Keeping</p> <ul style="list-style-type: none"> Understanding records management obligations and responsibilities. Making and keeping accurate and complete records of business activities and decision making. Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters. | <ul style="list-style-type: none"> Ensuring the quality and accuracy of the data used or entered on Council databases and systems. |

Accountability & Extent of Authority

- Accountable for providing accurate and timely planning advice to customers under clear guidelines.
- Responsible for timely, accurate and efficient production of correspondence on straight forward matters.
- Accountable for the confidentiality of all Unit related documents within the control of the position.
- Accountable for establishing and maintaining accurate, efficient and effective administrative systems required by the position responsibilities.
- Responsible for providing a high standard of planning customer service.
- Accountable for the accuracy and timeliness of own work, particularly in regard to statutory requirements.

Judgement & Decision Making

- General knowledge of statutory processes, procedures and the requirements of various planning policies and provisions including the Planning and Environment Act, Surf Coast Planning Scheme, and other relevant legislation. Any changes in legislation, policies, practices or procedures that are relevant to this position will be provided to the incumbent.
- Ability to deal with a wide range of enquiries and to communicate the information in a clear and articulate way.
- Required to use good judgement and discretion in the provision of information to applicants, authorities and members of the public, which may have legal ramifications and the potential to impact on the wider community.
- Make decisions concerning routine and defined administration functions.
- Required to use own judgement and initiative, consistent with the position objectives.
- Guidance and advice is always available to assist in decision making/ provision of advice.

Specialist Skills and Knowledge

- Knowledge of the Planning and Environment Act, Planning Schemes and associated statutory processes and procedures.
- Knowledge of local government operations.
- Understanding of the role of a Statutory Planner within the broader organisational and political context of the council.
- Well-developed computer skills and in particular word processing, email and internet such as Microsoft Office suite.

Management Skills

- Skills in managing time, planning and organising own work.
- Ability to effectively plan, organise and manage own time, work under pressure and meet deadlines.
- Ability to adapt to changing priorities.
- With the assistance of more senior staff determine priorities.

Interpersonal Skills

- Well-developed oral and written communication skills.
- Ability to gain cooperation and assistance from applicants, objectors, other employees and members of the public.
- Skills in preparation of routine correspondence and reports.
- Ability to establish rapport with customers, applicants and objectors, all levels of Council staff, members of the public and relevant authorities.
- Ability to manage conflicting priorities.
- Ability to focus on service standards.
- Flexibility and willingness to work as part of a team.
- Ability to work with minimal supervision, be innovative and show initiative.

Equal Opportunity Statement

Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

Child Safe Standards

Surf Coast Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Surf Coast Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

All positions within Council are required to have a current Working with Children Check (WWCC) as stated in Council policy. All prospective employees cannot commence work with Council until they have a valid WWCC.

All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

White Ribbon Workplace

Council is internationally recognised as being a White Ribbon Workplace that after undertaking an extensive accreditation process is taking active steps to stop violence against women occurring within our communities.

All employees will play an active leadership role in promoting the prevention of violence against women both within our workplace and within the communities we interact with.

Mandatory Qualifications and Experience - Key Selection Criteria

- Completed or substantially completed degree or post graduate qualification in planning or related field, or relevant practical experience in a Planning related role.
- Demonstrated understanding of statutory planning issues and associated legislation.
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- Some work experience in customer service, administration or planning.
- Current Victorian driver's licence.
- A current WWCC.
- Police Check results that are suitable for this position (will be arranged by Surf Coast Shire Council). A complete international criminal history check is required if the person has worked or lived overseas for any period of time OR a complete national criminal history check is required if the person has only ever worked in Australia.

Desirable Qualifications & Experience

- Experience in a Local Government planning department.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guid

Surf Coast Shire Organisation Chart

