



# Position Description – Coordinator Planning Compliance

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|------------------|--|
| Position:        | <i>Coordinator Planning Compliance</i> |
| Band:            | <i>7</i>                               |
| Position Number: | <i>10153</i>                           |
| Business Unit:   | <i>Planning Compliance</i>             |
| Directorate:     | <i>Planning &amp; Development</i>      |

|                         |                                 |
|-------------------------|---------------------------------|
| <i>Name of Occupant</i> | <i>Vacant</i>                   |
| <i>Date Approved</i>    | <i>20 September 2022</i>        |
| <i>Approved By</i>      | <i>Manager Community Safety</i> |

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## Position Objective

To provide leadership and delivery of a proactive and responsive Planning Compliance Unit to enhance the amenity and safety of our community by ensuring that the use and development of land is in accordance with the Baw Baw Planning Scheme and Planning Environment Act 1987.

## Key Responsibility Areas

The following are the key responsibility areas for the position:

1. Staff and business coordination
  - Establish and deliver an effective regime of proactive and reactive inspections, investigations and enforcement action (as required) that promoting compliance with legislation.
  - Oversee the work of the Planning Compliance Unit ensuring Council's policies and procedures are understood, complied with and all required tasks are completed in a timely and appropriate manner to a high standard.
  - Establish and monitor work priorities within the Planning Compliance unit to meet departmental and corporate objectives.
  - Ensure service requests (CRMs), infringement notices and legal proceedings are followed up in a timely, accurate and compliant manner for resolution, in accordance with relevant legislation and service requirements.
  - Keep abreast of changes in the legislation administered by the Planning Compliance unit and ensure Planning Compliance Officers are knowledgeable, competent and skilled in interpretation and application of the legislation.

- Apply sound risk management to all Planning Compliance service delivery and align services to the municipal Compliance and Enforcement Policy (being able to balance community pressures with a appreciate a sense of urgency for high risk and application of appropriate resources as needed)
- Conduct performance reviews of all staff on regular basis to ensure the opportunity for regular feedback and oversee the development of staff through guidance, coaching, assistance and training; navigating periodic legislative change for operational staff and ensuring contemporary and municipal best practice Planning compliance services.
- Coordinate the preparation and monitoring of budgets and projections in a timely and accurate manner in accordance with Council's reporting requirements.
- Brief the Manager on policy, staffing, service demands, budget, Planning Compliance matters that require targeted or specific community education and/or media release and all Planning Compliance operational matters.
- With guidance from the Manager prepare high level briefings to Council, the CEO and senior management on issues relating to the Planning Compliance unit, including service levels, approaches to new or contemporary service requirements, state government requests, community pressures, workload and municipal growth.

## 2. Statutory

- Ensure that Council's statutory obligations under the applicable legislation are effectively and efficiently met.
- Ensure that the work unit's direct responsibilities under Planning laws and regulations are efficiently, consistently and competently administered, including legal action.
- Provide expert advice following legislation changes applicable to Planning Compliance or matters that set new precedence for Planning Compliance services
- Ensure all legislative reporting requirements and statutory obligations are met including monthly reporting on service levels and all external reporting.

## 3. Customer Focus

- Respond to customer complaints and community related issues in a professional and timely manner.
- Coordinate the provision of Planning Compliance support to all areas of Council as required.
- Maintain liaison with key sectors of State Government, peak industry bodies, peer municipal networks and other external organisations to ensure a contemporary knowledge of municipal Planning Compliance services.
- Undertake operational duties when departmental needs are required.
- Ensure frequent communications internally and externally to the community in line with strategy service delivery and annual Planning Compliance education programs.

## 4. Continuous Improvement

- Investigate, identify and incorporate strategies for continuous improvement including monitoring, reviewing and implementing policies and procedures.
- All other duties and additional tasks as directed, within the skills and abilities of a position at this level.
- Sound level of business acumen to assess (and make recommendation to the Manager of Community Safety) if specific services or compliance programs can be enhanced by way of service alterations or other means.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

## Organisational Relationships

|                    |   |
|--------------------|---|
| Reports to:        | Manager Community Safety  |
| Supervises:        | Planning Compliance Officers  |
| Internal Liaisons: | All staff and Councillors   |
| External Liaisons: | Baw Baw residents, general public, community groups, government agencies, courts, builders, contractors and local businesses. |

## Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

**Optimistic** – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

**Pragmatic** – by resolving issues and making the best possible use of our time, effort and resources.

**Respectful** – of ourselves, our Council and of the diverse views and perspectives of our community.

**Supportive** – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

**Authentic** – by undertaking our work in an open, honest and transparent manner.

## Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

## Qualifications and Experience

The qualifications and experience required for the position include:

- A relevant tertiary qualification and/or:
- Experience in a leadership role within a planning, legal or any regulatory environment, preferably in Local Government sector.
- Strong technical knowledge and application of planning legislation and law combined with law enforcement procedures in a local government context.
- Experience in policy development and advice at a community level.

- Experience in supervision and leadership of staff.
- Demonstrated people management skills.
- Experience in customer oriented and service provision environment.
- Demonstrated experience in investigation and enforcement.
- Current Drivers Licence.

## Key Selection Criteria

- Qualifications and experience as outlined above.
- Ability to lead and motivate team
- Influencing and coaching skills
- Demonstrated understanding and proven relevant experience in a leadership role
- Sound knowledge and ability to interpret and apply legislative and regulatory provisions as they relate to Planning Compliance activities in a local government setting.
- Excellent communication skills (written and oral) with the ability to role model collaboration and build strong relationships
- Experience improving work processes and developing policies and procedures.
- High level of interpersonal and communication skills and the ability to make realistic and sound decisions.
- Competent computer skills with high level understanding of the Microsoft Office applications.

## Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- The freedom to act withing the established operational and budgetary guidelines, Council policies and the relevant Planning Schemes, Acts, Regulations and Codes for the delivery of all services and statutory functions of the Planning Compliance Unit.
- Consult, communicate with and educate members of the public and other service units of Council in the delivery of the team's services.
- Make decisions, develop and interpret policy and make recommendations to Council in line with broad goals and with adherence to budget.
- Provide recommendations and advice to the Manager, Executive Leadership Team and Council where required or appropriate, including presentations and reports to Council.

- Comply with and ensure team adheres to all statutory obligations and Council policies
- Investigate and enforce breaches against the Planning and Environment Act in line with the Unit's policies and procedures.

## Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- Operate within the parameters of the defined policies, procedures and guidelines determined for the operation of Council's services and facilities with the support and guidance of the Manager Community Safety.
- Make decisions and recommendations to ensure the operational performance of the Planning Compliance teams service delivery is enhanced and maintained.
- Interpret, assess, and provide specialist advice in relation to Planning Compliance matters and complex problems in using knowledge and experience in accordance with Council's policies, procedures and relevant legislation.
- Make recommendations to the Manager regarding to operations and other relevant matters to ensure effective and efficient service delivery.
- Guidance not always available within the organisation
- Astute political judgement.
- Appreciation of the dynamics of the communities various and diverse businesses, towns CBDs,

## Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- A sound understanding of Council's policies, regulations, legislation, and procedures associated with regulatory services and other Council services.
- Comprehensive understanding of administration and legal processes associated with Planning Compliance activities.
- Effective interpretation and enforcement of relevant Acts, Regulations, Policies and Procedures related to Planning Compliance activities.
- Ability to diffuse and manage difficult people and situations and coach and develop these skills in others.
- Understanding of Councils long term goals, values and aspirations and of the legal, socio-economic and political context in which it operates.
- High level understanding of risk management.

- Sound knowledge of budgeting and financial procedures.

## Management Skills

The required management skills include:

- Ability to successfully manage own workload with competing priorities while supporting the Planning Compliance team with objectives and goals.
- Experience and success in working under pressure in a complex environment.
- Demonstrated ability to coordinate diverse programs within a multi-disciplinary organisation.
- Ability to lead, develop, encourage and motivate staff to create and maintain a cohesive team.
- Highly developed time-management, planning, organisation skills and the ability to establish work plans and priorities despite conflicting pressures.
- Ability to develop and implement new procedures and policies as they relate to Planning Compliance.

## Interpersonal Skills

Interpersonal skills required to perform the duties of this position include:

- Highly developed interpersonal, communication and negotiation skills and uses these to deliver customer-focused outcomes
- Excellent time management.
- Ability to gain co-operation and assistance from colleagues to achieve common organisational goals
- Excellent negotiation and conflict resolution skills
- Ability to gain cooperation and assistance from members of the public and Council staff.
- Ability to delegate responsibility effectively
- Effective presentation skills; and
- Ability to lead motivate and develop team members.

## Inherent Physical Requirements

The inherent physical requirements of this role are outlined below. These requirements are generally considered typical of this and similar roles, however this list is not intended to be exhaustive.

Within reason, and subject to Council's legislated obligations, it is expected that the incumbent will have the physical capacity to perform the genuine, reasonable and inherent requirements of this role.

## Frequency Description

|            |               |
|------------|---------------|
| Occasional | = 0% to 33%   |
| Frequent   | = 34% to 66%  |
| Constant   | = 67% to 100% |

## Inherent Physical Requirements

| Required -Y or N | Task               | Frequency  |
|------------------|--------------------|------------|
| N                | Climbing           | Occasional |
| Y                | Sitting            | Constant   |
| N                | Kneeling           | Occasional |
| N                | Squatting          | Occasional |
| N                | Bending            | Occasional |
| Y                | Standing           | Frequent   |
| N                | Pulling            | Occasional |
| N                | Pushing            | Occasional |
| N                | Grasping           | Occasional |
| N                | Reaching           | Occasional |
| N                | Balancing          | Occasional |
| N                | Twisting           | Occasional |
| Y                | Walking            | Frequent   |
| N                | Lifting / Carrying | Occasional |
| N                | Tactile Sense      | Occasional |
| Y                | Hearing            | Constant   |

|   |                   |          |
|---|-------------------|----------|
| Y | Fine motor skills | Constant |
| Y | Visual Acuity     | Constant |

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**ACCEPTED** for and on behalf of the **EMPLOYEE**

[acceptance\_status]

Acceptance of Employee

[candidate\_name]

Name of Employee

[acceptance\_date]

Date