

Role Description

Town Planner



Title	Town Planner
Classification/Grade/Band	Band 3 Level 2
Group/Unit/Section	Environment and Planning / Business Support and Systems / Business Performance & Integration
Reports to	Section Manager Business Performance & Integration

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Town Planner is responsible for contributing to the management of Council's planning and building functions focusing on enhancing the internal and external customer experience.

The position of Town Planner is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Provide operational training and systems support, on property and rating system and assessment tools, to the environment and planning directorate.



- Maintain training documentation related to environment and planning systems.
- Collaborate with stakeholder and prepare customer facing material related to planning.
- Interpret and communicate legislative changes and assess impact of these changes on business and system requirements.
- Lead and participate in the delivery of projects related to Environment Planning systems and functions.
- Analyse, research and assess issues and prepare recommendation reports to solve problems including customer issues.
- Focus on continuous improvement and enhancing the customer experience.
- Assist with projects and activities designed to meet the Directorates business objectives.
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Town Planner is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction.
- Decisions affect the work and activities of others within the section or from a specific project team.
- The work of the Town Planner influences the community within a specified service line through the application of technical skill or application of regulatory requirements.



- The Town Planner complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions.
- Identifies requirements as an input to budget development.
- Monitor budgetary spending within work area, against pre- determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;



- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Degree qualification in Urban Planning or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development.

Desirable

- Qualifications in Project Management or recent experience in managing a broad range of projects.



EXPERIENCE

- Demonstrated experience in analysing and researching planning issues and providing solutions;
- Significant negotiation and mediation experience and an aptitude for problem solving, using research, analysis and evaluation of information;
- Demonstrated experience in applying legislative changes to the application of project management principles;
- High proficiency in the use of computer data base management systems and ability to learn new systems quickly;
- Development of training documentation and facilitating operational training and ongoing customer support;

Key Relationships

Internal	External
Leadership Team	Community
Unit Managers	State and Federal Government Agencies
Council employees	Industry representatives and associations
	Vendors

