

## Position Description

<b>Position Title:</b>	Development Assessment Section Manager
<b>Directorate:</b>	Governance
<b>Service Unit:</b>	Regulatory, Planning & Assessment
<b>Salary Point:</b>	SP18
<b>Position Reports To:</b>	Manager Regulatory, Planning & Assessment
<b>Staff Management:</b>	Leadership and management of a significant function and multiple teams
<b>Budget Responsibility:</b>	\$4M
<b>Date PD Reviewed:</b>	June 2019

### Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km<sup>2</sup>. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses five groups who lead the vision to be a Smart Sustainable City through a Smart Organisation that puts people first. These include:

- Governance
- Strategy and Engagement
- City Wide Services
- Infrastructure and Property
- People & Culture

The purpose of the Governance Directorate is to provide legal compliance and advice to inform evidence-based decision making throughout and across CN including:

- Legal compliance, good governance and ethical decision making
- The Directorate is primarily internal facing to effect regulatory and compliance advice across and on behalf of CN through internal services to all service units.
- The Directorate will also have direct community contact through the Regulatory, Planning & Assessment functions and customer/CN requests for information and advice.
- The direct customer is CN through good governance across the organisation however, service provision must also be maintained to relevant external agencies.
- Ensure cross functional working relationships, connections and collaboration to achieve 'whole of organisation' objectives.

The Service Units and Elements that form the Governance Directorate are:

- Finance
- Legal
- Regulatory, Planning & Assessment
- Transport, Traffic and Compliance

The purpose of the Regulatory, Planning & Assessment (RPA) Service Unit leads strategic land use planning, development assessment, regulatory and compliance functions and processes to facilitate, enable and regulate development and related activities across the Newcastle Local Government Area. The RPA Service Unit is to ensure compliance to legislative requirements and provide advice to inform evidence-based decision making throughout and across CN.

Workplace Health & Safety	
WHS RAA Level	Level 4
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

## Overview

The Development Assessment Section Manager role is critical in providing strategic leadership and management to the Development, Building and Engineering Assessment Teams, ensuring the delivery of contemporary development of the built environment aligned to CN's Community Strategic Plan.

The role manages the Development, Building and Engineering Assessment Teams to ensure a high standard of proactive customer service and the efficient determination of applications. The role is key in building and maintaining a culture that proactively engages with the development industry to encourage development in line with CN's vision, seeking continuous improvements in the development process.

The Development Assessment Section Manager is a member of Regulatory, Planning and Assessment's Leadership Team and plays an active role in the management of the Service Unit as a whole.

## Position Responsibilities

Within the area of responsibility, this role is required to:

- Ensure the Service Unit achieves its corporate and operational outcomes, as identified in CN's Community Strategic Plan.
- Manage, lead, mentor, direct, motivate, professionally develop and performance manage the Development Assessment Teams ensuring responsibilities and delegations are clearly defined, communicated and understood.
- Provide visible and dynamic leadership to the Development Assessment Service Unit, while promoting a high performing culture and a collaborative team approach, encouraging accountability and responsibility.
- Ensure the team provides exemplarily proactive customer service and service excellence to external and internal relations and stakeholders. Ensure the delivery of quality services that supports a whole of organisation approach.
- Representing the Service Unit to internal and external stakeholders through high-level communications and interactions at meetings and presentations and responding to media as delegated by the Manager Regulatory, Planning and Assessment.
- Ensure ethical behaviour and evidenced based decisions in all development and building transactions and dealings.
- Ensure legislation requirements are met and appropriate policies and procedures are current.
- Effectively manage a range of highly complex and/or controversial development and building applications across the local government area.
- Ensure accurate, clear and concise assessment reporting is provided to CN and State Planning panels.

- Interpret legislation and represent CN at planning appeals held by the Land and Environment Court.
- Prepare, monitor and report on KPIs, provide professional advice and ensure quality and consistent reporting and decisions, undertake process improvements to ensure the Service Unit continues doing business better.
- Contributing to development of strategy, policy, budgetary and leadership practices to achieve Service Unit business outcomes. Manage the Service Unit's allocated budget aligned to strategic and operational priorities.
- Ability to work outside regular office hours and attend CN meetings/workshops.
- Champion change and foster continuous improvement in areas of policy development, operations and service delivery within the Service Unit.
- Any other accountabilities or duties as directed by the Service Unit Manager that are within the employee's skill, competence and training.

## Position Selection Criteria

### Essential

- Tertiary qualifications in Planning, Urban Design, Building Surveying/Construction, Engineering or related qualification and/or demonstrated capability through past employment experience.
- Demonstrated detailed knowledge and expertise in the interpretation of relevant legislation including the Local Government Act 1993, Environmental Planning & Assessment Act 1979 and other relevant local government regulations and legislation.
- Proven leadership skills with the ability to motivate staff to deliver outcomes and provide quality service within identified timelines, budgetary and legislative provisions or guidelines.
- Proven ability to monitor and analyse business practices to improve performance and deliver systems, processes and practices that drive high quality customer service outcomes.
- Demonstrated high level communication skills both verbal and written including capacity to interact with all levels of staff and the public while maintaining effective customer service and relationship management.
- Significant experience in managing development and building applications in a large complex organisation.
- Strong negotiation and conflict resolution skills involving internal and external stakeholders.
- Demonstrated experience in leading multi-skilled teams to achieve their best in a climate of change and continuous improvement.
- Experience with inputting, developing and managing budgets.
- Current Class C drivers' licence.

### Desirable

- A good understanding of the political environment especially in local government, and experience in handling sensitive issues.
- Knowledge of CN planning environment, or a locality seeking to manage planning issues similar to CN.
- Postgraduate qualifications in a government related and/or leadership management discipline.

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- Experience and competence with the coordination and management of development and building legal proceedings.