

Senior Planning Compliance Officer

Reports to	Team Leader Planning Compliance	Direct Reports	Nil
Classification	Band 6 plus Vehicle for commute		
Position number	442216		

What will you do?

The Senior Planning Compliance Officer (SPCO) will conduct investigations into alleged breaches of the Planning and Environment Act 1987, and other relevant and authorised legislation.

Educate and provide advice to both internal and external customers and stakeholders in relation to planning controls which apply throughout the Municipality.

Comply with all legislative requirements when undertaking their role.

Service Delivery

- Undertake actions to achieve outcomes and priorities of the team and unit business plan.
- Undertake appropriate communication with developers, residents and others to ensure town planning controls and provisions of relevant acts are met.

Systems and processes

- Utilise organisation systems to record.
- Identify opportunities to improve practices.
- Identify opportunities of continuous improvement to improve practices.

People

- Build and maintain positive relationships with a range of internal and external stakeholders.
- Contribute to a positive team culture.
- Identify opportunities and undertake self-development.

Who are you? (Selection Criteria)

- You value customer service.
- You are flexible and adaptive in your approach to problem solving.
- You are an excellent communicator and professional in your approach.
- You are resilient and have a demonstrated high level of emotional intelligence.
- You are accountable for your actions and work.
- You have experience in a statutory planning environment with strong technical knowledge and application of planning legislation and law combined with law enforcement procedures.
- You will have knowledge of the role of Local Government.
- You will have demonstrated specialist skills, technical ability and experience in interpretation and enforcement of relevant legislation/industry standards including relevant policies, procedures and directives.

What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step up in times of need.

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What are the Key Responsibilities?

Service delivery	<ul style="list-style-type: none"> • Undertake high level problem solving, investigative and analytical skills with the ability to deal effectively and diplomatically with conflict, complaints and enquiries. • Utilise conflict resolution skills within a regulatory and enforcement framework whereby officers will have to manage difficult and complex conversations and respond to potentially emotional and poor behaviour. • Application of critical reasoning – able to understand and apply legislation. • Liaise with and direct developers relating to non-compliance on land in order to achieve satisfactory compliance. • Conducting investigations, resolving complaints and gathering evidence in a lawful manner. • Undertaking inspections of developments. • Follow procedures, policies, guidelines and directions
Systems and process	<ul style="list-style-type: none"> • Maintain current investigation records in a contemporaneous manner. • Utilise corporate systems for recording of all relevant information. • Prepare reports and briefs of evidence, respond to complex correspondence regarding non-compliance. • Prepare recommendations and take direction from Team Leader Planning Compliance in relation to active investigations. • Commence, represent, and present evidence for Council before the Victorian Civil and Administrative Tribunal and the Magistrate's Court in relation to non-compliances or breaches. • Understanding and apply knowledge of health and safety relevant to the role. • Work in an unstructured environment, in the field both on public and private property. • Make decisions and notes which are of public record, with the knowledge potentially scrutinised by external or internal parties (External - complainants/offenders/Courts/media/Ombudsman/subject to FOI and Internal – colleagues, line managers, Councillors)
People	<ul style="list-style-type: none"> • Work in both office environment as well as in isolation without immediate support from other staff, • Contribute to team as an active member. • Share knowledge with others. • Seek advice and guidance where necessary from colleagues and Team Leader • Role involves multiple points of contact with community and internal staff throughout the day. • Demonstrating resilience when managing self in response to physical and verbal aggression or threatening behaviour. • Demonstrate emotional intelligence when undertaking any interaction.

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> • Ability to negotiate appropriate solutions to non-compliance with developers, landowners and complainants • Accountable for efficient and even-handed work practice under the general direction of the Team Leader Planning Compliance • Authority conferred by Section 188 of the Planning & Environment Act 1987 and other relevant Acts in accordance with delegation from Council. • Authority to represent the organisation at Victorian Civil and Administrative Tribunal and other Court proceedings
Judgement and decision making	<ul style="list-style-type: none"> • Capability of assessing extent of non-compliance and the best method of resolving the issue. • Commencing enforcement proceedings in accordance with team procedures and expectations. • Guidance is usually but not always available within the organisation
Specialist knowledge and skills	<ul style="list-style-type: none"> • A depth of understanding with regard to relevant legislation, including the Local Government Act, Planning & Environment Act, VCAT processes and evidence gathering procedures to achieve prosecution and enforcement. • Demonstrated ability to understand, interpret plans and related documentation. • Ability to understand, interpret and apply the Manningham Planning Scheme as it relates to use and development within the Municipality. • Demonstrated ability to use a range of hardware and software systems relevant to the role.
Management skills	<ul style="list-style-type: none"> • Ability to manage time, set priorities and organise own work. • Demonstrated ability to complete tasks within tight timeframes and the flexibility to respond to changing priorities
Interpersonal skills	<ul style="list-style-type: none"> • Ability to 'listen to understand' and to communicate effectively with all relevant stakeholders. • Demonstrate resilient behaviour in high stress environment. • Excellent verbal and written communication skills • Excellent advocacy skills
Qualifications & Experience	<ul style="list-style-type: none"> • Extensive experience in Planning Compliance and or Planning or law enforcement and investigative procedures. • Demonstrated experience in or understanding of the principles undertaking investigations. • Demonstrated experience in delivery of customer service within the regulatory environment. • Have a high level of self-motivation to complete complex, broad tasks, projects and investigations within agreed limitations and meet deadlines. • Current Victorian drivers' licence