

Melton City Council

Planning Support Officer

Position Description

PD: 00038

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Planning Support Officer
Directorate	City Future
Business Unit	City Growth & Development
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Manager City Growth & Development
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">All relevant internal Council Departments involved in the Planning process.
External liaisons	<ul style="list-style-type: none">General PublicDevelopers, Consultants, Solicitors and a range of Government Authorities

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Carry out statutory procedures and processes related to Town Planning and Subdivision applications in accordance with the Planning and Environment Act 1987, Subdivision Act 1988 and other related Acts with scope to exercise discretion within.
- Understand the relevant technology, procedures and processes used within their unit and provide administrative support to the Planning Services Department.

5. Key responsibility areas

- Provide general administrative support and assistance to the Manager City Growth & Development, Leadership team and all areas of the City Growth & Development department, including but not limited to, telephone/email management, meetings, raising purchase orders, processing of invoices following standards and procedures.
- Carry out the referral of planning and subdivision applications to relevant authorities within the required timeframe.
- Provide general administrative duties relating to the receipt, registration, referral, advertising, archiving, and filing of planning and subdivision applications. Process all advertising for planning applications and notices for planning permit applications and assisting in keeping the Melton Planning Scheme up to date with respect to monitoring amendments to the Melton Planning Scheme.
- Maintain computerised and manual planning and subdivision registers and manage and distribute incoming emails relevant to the City Growth & Development Department while adhering to standards and procedures.
- Process the payment of planning application and related fees and completion of necessary paperwork and requisitions for the payment of incoming invoices.
- Maintain statistical data bases including performance measures and indicators, as required
- Maintain and keep accurate and up to date City Growth & Development Department records and data in Council's Electronic Document Management System following specific guidelines.
- Assist in identifying systems and process improvements to improve the efficiency and functionality of the administration of the department.
- Create and update department information on the Council website.

6. Accountability and extent of authority

- Provide administrative support to the Manager City Growth & Development, Coordinators and staff to produce all relevant documents with scope to exercise discretion within standards and procedures.
- Accurate and timely registration of applications and maintenance of records, including maintaining and updating all relevant databases and filing systems in the department.
- With specific guidelines, undertake any powers, duties or functions delegated under the relevant Planning and Subdivision legislation from time to time by Council.



- Professional provision of customer service by telephone and over the counter including forwarding or receiving messages on behalf of Unit staff while ensuring adherence to established standards and procedures
- Processing fees for applications in accordance with regulations and Council's receipting procedures.
- Signing of standard letters where directed.
- Re-direct tasks as required using Council's email and Electronic Document Management System and other corporate systems.

7. Judgement and decision making

- Follow established work task processes and routines to achieve the objectives of the work.
- Judge whether appropriate information has been submitted by customers and whether discussion with a Town Planner / technical officer is required.
- Show initiative in approach to all aspects of the position and seek advice from other Council Officers as appropriate for fulfilling the duties and responsibilities of the role.
- Establish the most appropriate officer to re-direct email, electronic, counter, and telephone enquiries.
- Guidance and advice are always available within time to make a decision.

8. Specialist skills and knowledge

- Customer service focus and understanding of customer service role.
- Excellent word processing skills and knowledge of computer systems and technology.
- Accuracy in record keeping and ability to maintain records.
- Understanding of development approvals/property development procedures and issues.
- Learn the activities of the Planning Services team and be actively involved in delivering customer service.
- An understanding of office administration systems and procedures and the goals of the unit.

9. Management skills

- Use initiative to manage time, set priorities and organise own work to achieve work targets.
- Adapt quickly to change.
- Seek advice and assistance from others when required within the time available to make a choice.
- Establish priorities within set workload.

10. Interpersonal skills

- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Assist the General Public and other staff members in an effective and efficient manner.
- Well-developed oral and written communication skills, including the ability to prepare routine correspondence and reports if required.
- Discuss and resolve problems, i.e. sensitive handling of irate customers.
- Maintain discretion and confidentiality.
- Participate as a co-operative and enthusiastic team member to provide effective and efficient support to the delivery of planning services, including assisting other staff members.

11. Qualifications and experience

- Post-trade certificate or other post-secondary qualification below diploma or degree or knowledge and skills gained through on-the-job training commensurate with the requirements of the work at this Band.
- Experience with customer service and office administration.
- A current valid Victorian driver's licence.

12. Key Selection Criteria

1. Post-Secondary qualification or relevant administrative experience preferably working in Local Government.
2. Well-developed written and verbal communication skills.
3. Demonstrated ability to work as part of a team.
4. Excellent customer service skills.
5. Excellent time management and organisational skills.
6. Ability to maintain discretion and confidentiality.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager City Growth and
Development

10 July 2023

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

