**POSITION DESCRIPTION**



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| **POSITION TITLE:** | Planning Enforcement Officer |
| **POSITION NO:** |  |
| **CLASSIFICATION:** | Band 5 |
| **AWARD / LWAA:** | Moreland City Council Enterprise Agreement  |
| **DEPARTMENT:** | Planning and Economic Development |
| **BRANCH:** | City Development |
| **WORK UNIT:** | City Development Planning Team |
| **REPORTS TO:** | Planning Enforcement Coordinator |
| **SUPERVISES:** | Nil |
| **PREPARED BY:** | Planning Enforcement Coordinator |
| **APPROVED BY:** | Group Manager City Development |



*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

1. **POSITION OBJECTIVES:**
* Investigations, particularly in relation to planning investigation, enforcement and compliance as required by the Planning and Environment Act 1987, the Moreland Planning Scheme and other related legislation.
* Provide a high level of customer service to all parties involved in the planning application, investigations and enforcement process.
* Fairly and effectively use informal dispute resolution processes and tools to achieve compliance with relevant legislation as a first step before the use of formal enforcement proceedings where practicable.
* Effectively use formal dispute resolution processes and tools including formal enforcement of the relevant legislation at the Victorian Civil Administrative Tribunal and the Magistrates Court.
* Ensure a high standard of record keeping and updating of enforcement files, both hard copy and electronically on Council systems and databases.
* Contribute to the achievement of Council’s corporate, strategic and economic objectives.
* Undertake such duties in an effective and responsive manner, in consultation with the Planning Coordinator.

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| **Value** | **Statement** |
| Untitled-1_Page_1.png | We acknowledge our main purpose is to work with our Community and customers |
| Untitled-1_Page_2.png | I will support and value others |
| Untitled-1_Page_3.png | I take pride in my work and am responsible for doing it well |
| Untitled-1_Page_4.png | I will do what I say |
| Untitled-1_Page_5.png | We will work within and across the organisation to achieve community outcomes |

1. **KEY RESPONSIBILITY AREAS:**
* Provide excellent customer service taking appropriate action to address service requests and provide timely feedback to customers on actions taken.
* Prioritise matters in consultation with the Planning Coordinator to ensure the most urgent investigation items receive appropriate attention.
* Investigate planning complaints and inspect properties to check compliance with planning permit conditions, the Moreland Planning Scheme and relevant legislation. Gathering information on enforcement matters (i.e. site visits, photographs, phone discussions) and ensuring detailed records are included on Council system and databases.
* Gather information on enforcement matters (i.e. site visits, photographs, phone discussions) by ensuring detailed records are, included on Council systems and databases.
* To provide technical support for the Unit, by proactively recommending system and procedural improvements.
* To investigate and prepare Council responses to Liquor License enquiries and develop and maintain appropriate databases.
* To maintain council’s Environmental Audit and Section 173 Agreements register and carry out site investigations to ensure compliance.
* Prepare reports and correspondence as required.

**Continuous Improvement**

* Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.

**Occupational Health & Safety**

* Contribute to the achievement of a safe and healthy environment by working in accordance with Council’s OHS Policy and Procedures**.**

Environmental Sustainability

* Incorporate Council’s environmental sustainability objectives and targets into projects and programs.
* Promote and participate in a culture of environmental sustainability.

Diversity & Equity

* Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

Records Management

* Ensure that complete and accurate records relating to business activities are maintained and stored in Council’s electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

**Other duties**

* Required to undertake other duties as directed.
1. **ORGANISATIONAL RELATIONSHIP:**

**Reports to:** Planning Enforcement Coordinator

**Supervises:** Nil

**Internal Liaison:** City Development staff

 Amenity and Compliance Branch

 City Strategy & Design Branch

 Open Space Branch

 Property Services

 Governance Branch

 City Change Branch

 Councillors

**External Liaison:** External communication and interaction is required with external organisations, service providers, consultants, industry professionals, government agencies and community groups to resolve problems and provide advice on specific matters. External liaisons include:

* Residents, industry and commercial business
* Other service provision agencies
* Community groups
* Development industry interest groups
* Statutory authorities/agencies
* Department of Land Water Environment and PlanningVictorian Civil & Administrative Tribunal
* Heritage Victoria
* Environment Protection Authority
* Victorian Commission for Gambling & Liquor Regulation
* Victoria Police

#### JOB CHARACTERISTICS RELEVANT TO THE POSITION

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 5, Clause 5)

1. **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**
* Responsible for providing accurate advice and preparing timely reports on liquor licensing, environmental audits and Section 173 Agreements.
* Responsible for the investigation of planning complaints and inspection of properties to check compliance with planning permit conditions, the Moreland Planning Scheme and relevant legislation
* Responsible for ensuring that appropriate action is taken within required timeframes, in consultation with Planning Coordinator to ensure compliance with respect to the Planning and Environment Act, Liquor Control Reform Act, Environment Protection Act and any other related legislation.
* Freedom to act subject to close supervision and clear guidelines.
1. **JUDGEMENT AND DECISION MAKING:**
* Analyse work processes and suggest improvements in keeping with relevant policies and guidelines and make recommendations to the Planning Coordinator.
* Exercise sound problem solving skills, judgement and decision making on planning investigation matters, in consultation with Planning Coordinator.
* Evaluate and deal with issues utilising a broad understanding of relevant legislation, policies and procedures
* In respect to more complicated politically or sensitive planning matters, seek input and direction from the Planning Coordinator, as required.
1. **SPECIALIST KNOWLEDGE AND SKILLS:**
* An understanding of planning investigations and enforcement, planning legislation, the planning process and principles (relating to planning investigations and enforcement, in relation to liquor licensing, environmental audits and Section 173 Agreements) as they operate in Victoria.
* An understanding of planning legislation including the Planning and Environment Act, the Moreland Planning Scheme, other relevant legislation, the planning process and planning principals.
* Awareness of the strategic goals of the organisation and the social and economic context within which the Council operates.
* Awareness of the role of Council, councillors and the officers in enforcement matters.
* Strong computer skills to undertake the role including, Microsoft Office, GIS, Internet and the corporate database and information tracking systems.
* Establish and maintain a high level of responsiveness, cooperation and service to residents, complainants, respondents, applicants and other Council staff.
* Proficiency in the application of administrative procedures, including answering telephone and counter enquiries, and preparing standard correspondence.
1. **MANAGEMENT SKILLS:**
* Ability to work unsupervised, manage time, to set work priorities and achieve desired results.
* Ability to maintain accurate and timely records.
* Ability to work autonomously and well with others, adjust priorities and manage competing priorities
* Effectively and efficiently manage a varied and demanding caseload in a customer responsive manner.
* Ability to keep all parties (complainants, management and respondents) informed of progress, investigations and actions at all times.
* Ability to exercise initiative and find new solutions to problems
1. **INTERPERSONAL SKILLS:**
* Ability to work effectively as part of a team and to gain the cooperation and assistance of others.
* The ability to provide information and assistance to people at the counter, on site, by phone in a clear and professional manner.
* A self motivated, enthusiastic person capable of acting consistently, fairly and independently.
* An ability to set and maintain a high standard of output through personal presentation and attention to detail.
* Excellent skills in communicating with people from a wide range of backgrounds.
* Ability to multi task and remain calm under pressure.
* Ability to discuss and contribute to resolving problems.
* Capacity to deal effectively with conflict
1. **QUALIFICATIONS AND EXPERIENCE:**
* A tertiary qualification in Planning or relevant experience in an enforcement role is desired.
* Significant experience in a high pressure customer service environment.
* Practical computer and word processing skills are required.
* Current drivers licence.
1. **PHYSICAL REQUIREMENTS OF THE POSITION**

**TASK** **ANALYSIS**

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

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| **Condition/Activity** | Constant | Frequent | **Occasional** | **N/A** |
|  |  |  |  |  |
| Manual handling weights -above 10kgs -below 10kgs |  |  X  |  X  |  |
| Manual handling frequency |  |  X  |  |  |
| Repetitive manual work |  |  |  | X |
| Repetitive bending/twisting |  |  |  | X |
| Working with arms above head |  |  |  | X |
| Lifting above shoulder height |  |  | X |  |
| Using hand tools – vibration/powered |  |  |  | X |
| Operating precision machinery |  |  |  | X |
| Close inspection work |  |  |  | X |
| Wearing hearing protection |  |  |  | X |
| Wearing eye protection |  |  |  | X |
| Working in dusty conditions |  |  |  | X |
| Working in wet/slippery conditions |  |  |  | X |
| Wearing Gumboots |  |  | X |  |
| Wearing safety shoes/boots (steel cap) |  |  | X |  |
| Working with chemicals/solvents/detergents |  |  |  | X |
| Washing hands with soap (hygiene) |  |  |  | X |
| Working at heights |  |  |  | X |
| Working in confined spaces |  |  |  | X |
| Working in chillers (+4 degrees C) |  |  |  | X |
| Performing clerical duties | X |  |  |  |
| Working on a keyboard | X |  |  |  |
| Driving cars and/or trucks |  | X |  |  |
| Other (please specify) Attending potential and active construction sites) |  |  |  | X |

Other special features (e.g. nature of chemicals, travelling requirements, etc): N/A

1. **KEY SELECTION CRITERIA**
* Demonstrated, relevant experience in planning or a related field.
* Demonstrated ability to investigate and assess a range of planning investigation and enforcement matters and ensure matters are followed up and that the appropriate action is taken.
* The use of advanced mediation communication and conflict resolution skills to limit conflict and ensure that Council’s information and position is communicated clearly.
* Commitment to excellence in customer service and to managing stakeholder relations in a politically sensitive environment.
* Demonstrated ability to provide information and assistance to people at the counter, on site, by phone and in writing in a clear and professional manner.
* Demonstrated ability to work unsupervised, manage time, to set work priorities and achieve desired results.
* A current Victorian Drivers Licence.

**SIGNATURE PAGE**

**This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.**

######  Date / /

**(Staff member’s signature)**

 **Date 29/10 /20**

**(Supervisor/Manager’s signature)**

**Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.**