

POSITION DESCRIPTION

DEVELOPMENT SYSTEMS OFFICER

Position Description

Directorate:	Planning and Sustainability
Reports to:	Assistant Development Planner
Position Number:	PE9
Classification:	Grade 3 in Council's salary system
Location:	Narrabri Shire
Award:	Local Government (State) Award

This document describes the key responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Narrabri Shire Council core values, Code of Conduct and Equal Employment Opportunity Principles.

Position Objective

To support and improve the delivery of development services in a timely and professional manner, with customer satisfaction being central/paramount in the process.

Key Responsibilities

Leadership

- Contribute to a culture of positive, discretionary and resilient staff, in an environment that fosters high performance and high staff engagement.
- Be deliberate in establishing and maintaining strong relationships both internally and externally.
- Lead through the agreed Planning and Environment values.
- Contribute to a culture where appropriate risk based decisions are made and the directorate and customer service is not crippled from fear or risk.

Customer Service

- Exceed customers' expectations, supporting a customer centric culture where customer service needs are primary to the delivery of the actual core service.
- Truly understand what your customers want and continually drive to improve the customer experience.

- Assist in the establishment of clear systems to monitor and report on the customer experience and use this data to drive ongoing improvements.
- Lead and develop clear communications material(s) on all planning and building services to drive customer engagement and satisfaction.

Legislation

- To be familiar with a range of applicable local government planning/building/compliance legislation and able to find further details when required.

Development Assessment

- Carry out robust pre-lodgement assessment within the relevant statutory framework (Environmental Planning Instruments, Local Environmental Plan, Development Control Plan, section 94 plan).
- Provide a responsive, discretionary and compassionate advice service on all building and planning matters to objectors, external (including the public) and internal customers.

Administration

- Produce legal certificates and other documentation in accordance with the relevant statutory requirements, including but not limited to, section 10.7 certificates, drainage diagrams, and outstanding notices.
- Produce monthly, quarterly and annual reports for Council and external agencies.
- General tasks as assigned by the Assistant Development Planner and Assessment Coordinator.

General

- Comply with Council's Corporate Values, policies and procedures.
- In accordance with the Workplace Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.
- Employees may be required to participate in the on-call roster, weekend work, reasonable overtime and disaster and emergency situations when required.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with the applicable band and level within the Award, in any area of Council.

Reporting Relationships

Direct Reports	Nil
Indirect Reports	Nil

Compliance Training and Licence Requirements

This position needs to be able to attain and uphold the following licences/accreditations:

- Current NSW Class C Driver Licence.

Authority and Delegations

Authority and delegations applicable to this position are laid out in Council Policies and Delegations Register, which are updated from time to time. Refer to these controlled documents for accurate and specific information.

Selection Criteria

Essential

- An articulate, inspiring and passionate communicator (written and verbal) with the proven ability to build effective relationships and communicate with a diverse range of stakeholders (both internal and external).
- Ability to work as part of a team, or independently, to achieve set goals with tact and diplomacy.
- Certificate III in a relevant field or related education equivalent, and/or equivalent industry experience.
- Demonstrated ability to work under pressure and meet statutory and organisational customer service timeframes.
- High level of computer literacy and demonstrated use of Microsoft Office software, in particular Excel and Publisher, and the ability to use corporate software systems, such as mapping software.
- Demonstrated experience in working with and maintaining databases.

Document Review Date

October 2019

I hereby agree that this role statement accurately reflects work requirements.

Authorisation

Manager People and Values:

Director:

General Manager:

Employee:

[candidate_first_name] [candidate_last_name]	[acceptance_status]	[acceptance_date]

Name

Signature

Date (dd/mm/yyyy)