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## POSITION DESCRIPTION

<b>Position Title</b>	Co-ordinator - Planning and Environment
<b>Division</b>	Planning and Environment Services
<b>Location</b>	Council's Main Administration Office, 10 Furneaux Street, Cooktown
<b>Award/Classification</b>	Queensland Local Government Industry Award - State 2017 - Level 4.1 – 6.3 subject to qualifications and experience

### 1 POSITION OBJECTIVES

- Co-ordinate the administration processes for development applications for Town Planning, Operational Works, Plumbing and Building applications within Planning and Environment Services, and across the whole of Council.
- To be a point of contact for developers, State agencies and other stakeholders involved in development applications and development compliance matters.
- Ensure statutory compliance is achieved as required by legislation regarding the development assessment process for all development applications, including plumbing and building certification.

### 2 POSITION DUTIES AND RESPONSIBILITIES

Duties and responsibilities include but are not limited to:

- Assist the Planning Officer to co-ordinate pre-lodgement development meetings between applicable Council Departments and the applicants ensuring the applicant has a clear and open understanding of any requirements.
- Oversee compliance in record keeping and development timeframes to ensure all development files are kept in accordance with legislative requirements.
- Liaise with and collate required information between Council Departments and the Planning and Environment section in order to gather the necessary information required for the relevant officers to assess development applications.
- Responsible for Plumbing Inspector and Planning and Environment Administration Assistant.
- Assist Customer Service, when required, with development enquiries.
- Administration duties with regards to Cemetery records and allocation of plots as required.
- Provide administration support to the Planning Officer as required.
- Provide administration support to the Planning and Environment Manager.
- Perform ad hoc tasks as required.

### 3 POSITION REQUIREMENTS

#### 3.1 Qualifications, Experience and Knowledge

- Tertiary qualifications or equivalent work experience in a building, urban planning, property or other related industry sector
- Demonstrated ability to research and interpret legislation.
- Demonstrated ability to provide timely advice to both internal and external customers of Cook Shire Council, in a pleasant and helpful manner.
- High level skill set in Microsoft Office Suites.
- Proven ability to be well organised and to prioritise work requirements.

- Ability to use databases and software relevant to the requirements of the job (e.g. MapInfo, CM9, Authority, and Database Packages).
  - Queensland Driver's Licence.
  - Ability to interpret and understand mapping documentation, building design and working drawings, along with planning and technical reports.
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### **3.2 Interpersonal Skills**

- Effective conflict resolution and mediation skills to be able to effectively resolve disputes and conflicts.
  - Demonstrated supervisory skills / experience.
  - Positive team communication skills.
  - Demonstrated ability in using interpersonal and social skills including efficiency and a professional attitude in communicating with all levels of staff, members of the public, community groups and government departments.
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### **3.3 Training**

- Training will be provided as required.
  - The incumbent may be required as part of this position to attend professional development opportunities.
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### **3.4 Workplace Standards**

- Compliance with Council's Code of Conduct, Corporate Policies and Procedures.
  - Provision of high level of customer service satisfaction and quality of service to internal and external customers.
  - Commitment to Equal Employment Opportunity, Diversity and Merit principles.
  - Not disclose or use confidential information other than in appropriate situations with duly authorised persons.
  - Be impartial in all Council activities undertaken in this role.
  - Not engage in other employment or contact work that may result in a direct or indirect conflict of interest with Council.
  - Promote and maintain a positive, professional image for Council activities.
  - Adopt a pro-active approach to all duties and use initiative within the scope of responsibility.
  - Conduct all business transactions in an ethical, friendly, efficient and professional manner.
  - Contribute toward the efficient and effective operation of Council's Organisational Business Services division and Council's overall operations.
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### **3.5 Workplace Health and Safety**

- Complying with Council's Workplace Health and Safety Management System.
- Complying with all documented Workplace Health and Safety Policies, Procedures, work and verbal instructions issued by Council and its officers.
- Following procedures in the areas of hazard and risk management and injury prevention strategies.
- Maintaining a safe and healthy work environment.
- Performing all work and associated functions in a safe manner.
- Correctly using and maintain all personal protective clothing and equipment supplied by Council.

- Identifying hazards, conducting risk assessments and taking corrective action to eliminate hazards where possible in the workplace, and/or report hazards and risks in accordance with WH&S procedure.
- Reporting and assisting with the investigation of all incidents within the workplace, including minor injuries, near hit and property damage.
- Attending any tool box talks or specific training supplied by Cook Shire Council.
- Working in a manner that will not endanger themselves, other employees or the public.
- Being familiar with the location of first aid treatment areas, fire protection facilities and evacuation procedures.
- Report any concerns for WH&S to your supervisor.

#### 4 ORGANISATIONAL AND REPORTING RELATIONSHIPS

- Reports to the Manager Planning and Environment.
- Supervision of Plumbing Inspector and Planning and Environment Administration Assistant.
- Liaise with Council staff, community members and representatives from Government Departments.

#### 5 EXTENT OF AUTHORITY

- The incumbent will take responsibility for decision making outcomes, directly related to their primary objectives and key duties.
- Designated Procurement delegation as per the Cook Shire Council Procurement Policy.

#### 6 SELECTION CRITERIA

##### Qualifications, Knowledge and Experience

##### 6.1 Essential

- SC1.** Tertiary qualifications or equivalent work experience in a building, urban planning, property or other related industry sector
- SC2.** Demonstrated ability to research and interpret legislation.
- SC3.** Excellent team and customer communication skills and interpersonal skills including negotiation, collaboration and conflict resolution skills.
- SC4.** Demonstrated time management skills including the ability to set project priorities, plan and organise own work to achieve deadlines.
- SC5.** High level of competency in literacy and experience in Microsoft Office programs including word, spreadsheets and databases.
- SC6.** Possess a current Class C Driver's Licence.
- SC7.** Experience working within the Planning and/or Building field (*highly regarded*).

#### 7 KEY PERFORMANCE INDICATORS

##### 7.1 Key Duties

##### Criteria

- The quality of the work provided within specified timeframes.
- The degree of completion of agreed objectives with immediate supervisor and within time periods.
- The commitment to, and the achievement of, the responsibilities listed.
- Timeliness and accuracy of reports relating to applications, complaints and issues.
- Effective progress towards related tertiary and professional development courses, where required.

- Satisfactory performance appraisals of the incumbent bi-annually and throughout the working year (12 month period).

## 7.2 Interpersonal and Communication

- | Criteria   | Assessment   |
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| <ul style="list-style-type: none"> <li>Promote teamwork and develop and maintain work relations and appropriate organisational culture.</li> <li>Promote, develop and maintain excellent customer service to the community and stakeholders.</li> <li>Active participation and involvement in team meetings.</li> <li>Consistent behaviours that show a commitment to an understanding of ethical, professional and legal standards that reflect CSC core values and Code of Conduct.</li> <li>Evidence of effective communication with external and internal customers.</li> <li>Stakeholders' expectations are met.</li> </ul> | <p>1. The team has been working together for a long time and has developed a strong sense of teamwork. They have a clear understanding of their roles and responsibilities and work together to achieve common goals.</p> <p>2. The team has a strong customer service orientation and goes above and beyond to meet the needs of the community and stakeholders. They are responsive, helpful, and courteous in all interactions.</p> <p>3. The team members are actively involved in team meetings and contribute their ideas and insights. They listen to each other and work together to resolve any issues that arise.</p> <p>4. The team members consistently demonstrate a commitment to ethical, professional, and legal standards. They are honest, transparent, and follow the CSC core values and Code of Conduct.</p> <p>5. The team has established effective communication channels with external and internal customers. They keep customers informed of project progress and seek their input throughout the process.</p> <p>6. The team has successfully met all stakeholder expectations and has received positive feedback from the community and stakeholders.</p> |

### 7.3 Workplace Health and Safety

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| Criteria | <ul style="list-style-type: none"> <li>▪ Hazards are identified, reported and rectification work actioned as appropriate.</li> <li>▪ Strong safety focus evident.</li> </ul> |
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## 8 OTHER INFORMATION

- The Cook Shire Council is an equal opportunity employer.
- The Cook Shire Council operates under a Certified Agreement.
- This position description will be subject to change from time to time as Cook Shire Council's organisational direction is refined and developed to meet ongoing needs. Any such re-organisation of duties shall be the subject of discussion with the position incumbent.

**Manager/Supervisor:** Planning & Environment Manager

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**Incumbent's Signature** **Dated:**

Approved By: \_\_\_\_\_ Dated: \_\_\_\_\_  
*Human Resources and  
 Business Services Manager*