



E-Planning Officer

POSITION PROFILE

Division	Shire Planning	Status	Full time, permanent
Unit	Assessment Teams	Salary Grade	Grade 8
Reports to	Manager Development Assessment	Reviewed	May 2020

STRATEGIC INTENT

This position provides support to the development assessment teams as the initial point of contact for customers with enquiries relating to land use and development, to lodgement of applications, through to the administration, quality control and dispatch of determinations.

Improved quality of applications at submission results in more efficient processing of applications and a more informed community. The governance and administration of applications is also a core function of the role, working in an end to end e-planning environment.

A component of this position is the provision of assistance to the assessment teams, by undertaking assessment of development proposals relative to skill level and capacity. The position is a junior role that can be a precursor to an assessment planner role in local government for those who are suitable.

POSITION PURPOSE

- Provision of information to the community and the development industry enquiring about planning standards, development controls and relevant processes;
- Response to enquiries by applicants prior to lodgement of development and related applications;
- Application acceptance, including review of DA information package for adequacy;
- End to end governance and administration of applications in an e-planning environment, including quality control of determinations and electronic delivery to applicants; and
- The assessment of development proposals with regard to their potential impact on the natural, built and social environment with specific consideration to legislative and planning matters.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Provision of accurate information when enquiries are made	▪ All enquiries satisfied immediately or within 24 hours if research is required

Coordination with other Customer Service and Development Enquiry staff to ensure overall improved customer experience	
<p>Accept applications lodged under the EP&A Act and review them for adequacy against both legislation and Council's requirements</p> <p>Explain to applicants the lodgement requirements and procedures for development assessment</p> <p>Accurately describe the development proposal, identify the type and scope of required neighbour notification/advertising for each DA, and prepare letters</p> <p>Review the adequacy of the submitted estimated cost of developments and create the application in the Property and Rating System</p>	<ul style="list-style-type: none"> ▪ Applications with insufficient information are not accepted, or the clock is stopped at receipt. ▪ Applications on the portal are review within 48 hours ▪ All information required to enable immediate advertising/neighbour notification is within the information package or recorded in the system ▪ All relevant fees are paid, at a rate that accurately reflects the estimated cost of work, as required by the Environmental Planning and Assessment Regulation and best practice guidelines.
Undertake the governance and administration functions of applications	<ul style="list-style-type: none"> ▪ All neighbour notifications complete within 48 hours ▪ All objections published within 48 hours of the end of notification ▪ All CNR referrals posted to the portal within 48 hours ▪ All determinations posted to the portal within 48 hours ▪ Overall review of each application for procedural accuracy, with some specific quality assurance checkpoints throughout the process
Governance and administration of various working parties, panels and collaborative forums	<ul style="list-style-type: none"> ▪ Meetings organised with attendees ▪ Publication of agenda and minutes
Miscellaneous tasks to support the effective running of the development assessment service	<ul style="list-style-type: none"> ▪ Processing of refunds / withdrawals / invoices ▪ Carry out complex, urgent, confidential or sensitive tasks as requested ▪ assist with Councillor, Customer Service and staff enquiries, assist with urgent Council reports
Assess less complex development and related applications	<ul style="list-style-type: none"> ▪ Applications are assessed in accordance with relevant legislations and planning policies within agreed time frame

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none">▪ Tertiary qualifications or nearing completion in an area related to environmental planning and assessment such as a Degree or post graduate qualifications in Town Planning/Urban & Regional Planning or Building/Certification▪ Drivers Licence
Experience or skills	Essential	<ul style="list-style-type: none">▪ An understanding of development assessment and determination of Development Applications within the local government assessment process;▪ Knowledge of the Environmental Planning & Assessment Act 1979;▪ Experience in setting for self both short and long term work objectives with follow up performance monitoring.▪ Experience in the preparation/presentation of quality reports, demonstrating professional communication skills both in writing and verbal.
	Desirable	<ul style="list-style-type: none">▪ Some experience in project management and working with other disciplines and co-ordinating input from various professionals;

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none">▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.▪ Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.▪ Communication skills: able to articulate complex and technical matters in simple terms.▪ People skills: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.▪ Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	<ul style="list-style-type: none">▪ Collaborative - be open and welcoming, genuinely connect to others, include others, work together as one
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council’s Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council’s Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council’s Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council’s records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

35 hours per week, with option for 19 day month