



Senior Manager Development Services

POSITION PROFILE

Division	Shire Planning	Status	Permanent, Full time
Unit	Development Services Unit	Salary Grade	PACK
Reports to	Director Shire Planning	Reviewed	November 2022

STRATEGIC INTENT

The Development Services Unit form a multidisciplinary technical group engaged in the regulation of development across the Shire. This includes the assessment of development applications, modification applications, construction certificates, subdivision certifications and the provision of pre-application information and advice.

The unit performs these services to contribute to Council's Community Strategic Plan (CSP) goals of:

- Strong civic leadership trusted by an informed and engaged community
- A high quality urban environment, supporting a growing and liveable community

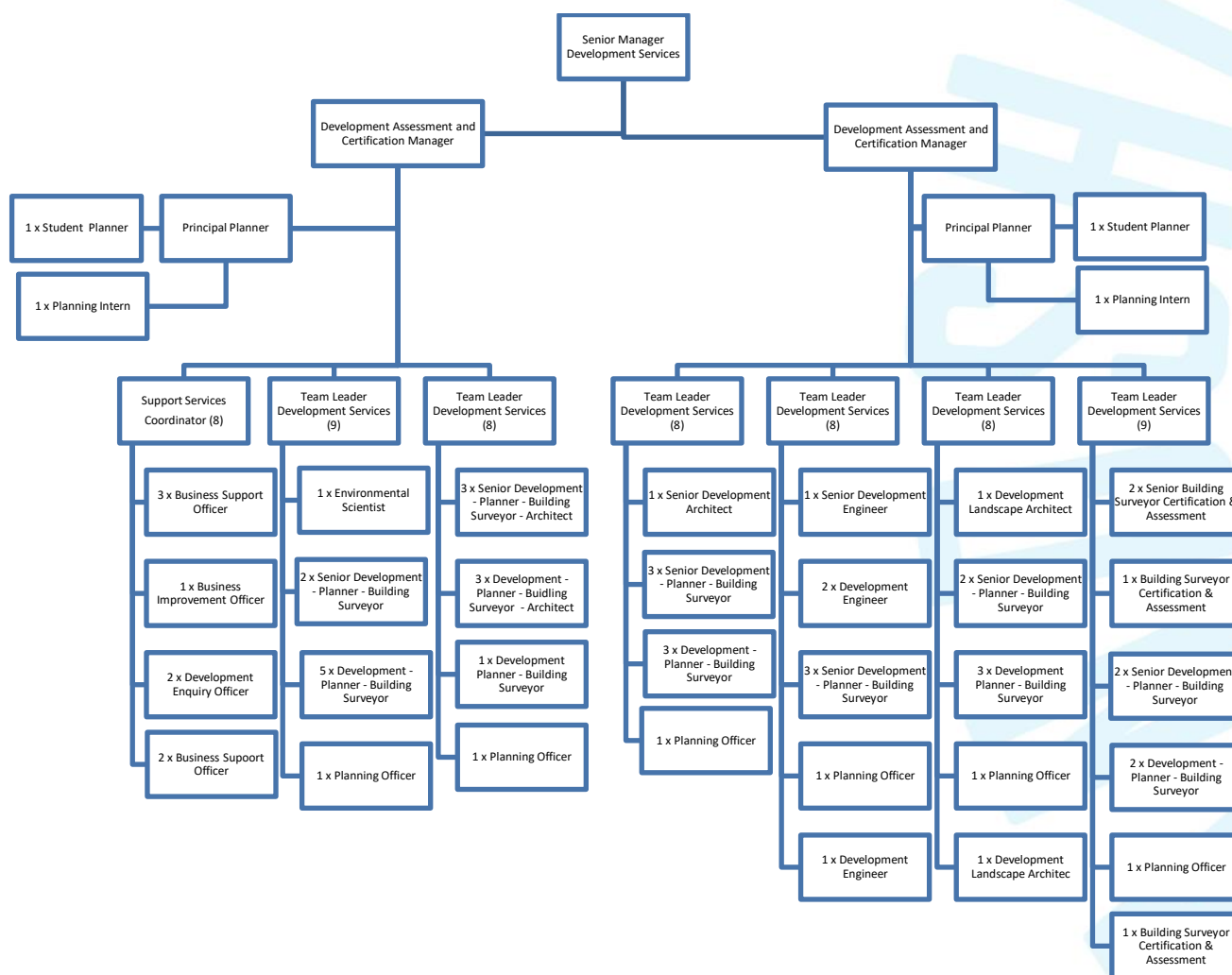
and in doing so, ensures that the current and future needs of the community are attained, and the community has confidence in Council.

POSITION PURPOSE

This is a leadership position to head the Development Services business unit, engender a strong organisational culture focused on maximising the capacity of the team to develop and achieve KPIs, be responsive to a dynamic environment in a highly effective, efficient and professional manner. The position calls for a leader with highly developed skills in thinking strategically, solving problems, building professional relationships, communicating with a wide range of stakeholders, and an appreciation of the political environment.

This position will be responsible for budget and resourcing and have personal accountability for achieving the business unit outcomes.

STRUCTURE



*The Development Services Business Unit has 74 FTEs in total

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED

Leadership

Provide subject matter expertise for the delivery of all outputs and outcomes in relation to specified Team Core Functions, Processes and Activities.

Change Management

Responsible for effective change management in the implementation of a portfolio of projects and activities that together achieve outcomes and realise benefits that are of business importance to Council.

Continuous Improvement

Identify and implement continuous improvement of business processes and practices associated with specified Team Core Functions, Processes and Activities and associated projects.

Risk Management

Manage the risk associated with the delivery of specified Team Core Functions, Processes and Activities and associated projects.

Strategic Planning

Proactively allocating resources to achieve the successful delivery of Team outputs in the Community Strategic Plan, Delivery Programme, Business Plan and Operational Plan.

Performance Management

Proactively monitor and self-manage performance and act on constructive feedback.
Resource Management
Ensure effective resource management (financial, workforce and assets).
Customer Management
Ensure all interactions with customers (both internal and external) align with our brand, enhances our relationships, improve customer satisfaction and inform service delivery.
Financial Accountability
<p>This position has been identified as having the responsibility of managing financial transactions for the organisation, as required.</p> <p>In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.</p>
Other
Any other duties within area of skill as directed.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> Tertiary qualifications in an environmental management related technical discipline (such as Urban Planning, Building, Engineering or Architecture). Drivers Licence. White card.
	Desirable	<ul style="list-style-type: none"> Post graduate qualifications in management or relevant to the position. A current NSW Drivers Licence.
	Essential	<ul style="list-style-type: none"> Experience managing a multi-disciplinary and technical team environment at a senior level Experience in achieving goals, meeting time constraints and resolving conflicts in an environment with competing needs Experience in monitoring team performance and commitment to continuous improvement and Total Quality principles of service Experience in resource management including financial resources and staff workloads Extensive experience in local planning including development assessment, environmental assessment, enforcement/compliance matters, and emerging environmental management issues Experience in instructing legal proceedings and overseeing expert planning panels Ability to work with a high level of autonomy and to make informed decisions relevant to the Division and organisation Outstanding customer service skills including community engagement and negotiating skills Sound working knowledge of regulatory requirements and procedures related to EP&A Act, Local Govt Act, and other relevant legislation.
	Desirable	<ul style="list-style-type: none"> Management experience in a local government environment.
Experience or skills		

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Leadership: Decisive, provide clarity of direction, reflect corporate values, capacity to identify and implement change and professionalism. ▪ Goals oriented: Work to achieve self-set and organisational goals, taking on challenging tasks when necessary, display initiative. ▪ Strategic thinking: Critically examine problems, considering alternative viewpoints, identify constructive solutions and look for opportunities for innovation ▪ Communication skills: Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters. ▪ Relationship management: Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity, constructively deal with difficult issues. ▪ Team focussed: Mentor less experienced Team members, share skills, experience and knowledge via formal and informal collaboration with colleagues and employees. ▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Our organisational values of Collaborate, Achieve, Respect and Evolve will be embedded in all aspects of work
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate - We are a united team. We work together to deliver great outcomes for our community. ▪ Achieve – We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community. ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
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CORPORATE OBLIGATIONS

Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
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
Delegations	Authority to operate within the Delegations attached to the position and acting within this authority.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Financial Management	Managing expenditure within a budget, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.

Integrated Planning & Reporting	All employees must understand the integrated planning & reporting framework, the objectives and how they contribute to the long-term outcomes.
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement
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. You are obligated to fulfil the requirements of enterprise risk management as a key accountability of your position.
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Policies, Determinations and Guidelines.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.