

Position Description

Position title	Supervisor Planning and Regulatory Support
Reports to	Manager Planning and Regulatory Services
Direct Reports	3
Department	Community, Planning and Environment
Classification	Level 4 Local Government Industry Award (Stream A)
Last Review Date	7 June 2018

Position Summary

The Planning and Regulatory Services Group ensures an integrated approach to the provision of external services of Council to the community. The Department is responsible for strategic land use planning, development assessment, regulatory services, health and environmental protection, and the delivery of a range of community services including libraries and tourist information and the management of community and corporate facilities.

The focus of the Supervisor Planning and Regulatory Support is to supervise and mentor the administration officers of the Planning and Regulatory Support team and manage the level and quality of the services they provide with an emphasis on good governance.

Position Specific Accountabilities

- Promote a culture within the team that values professionalism, teamwork, cooperation, communication and outstanding customer service.
- Provide effective change management leadership, coaching and guidance.
- Assume quality control for administration to ensure that the team is able to comply with the agreed standards and procedures.
- Identify emerging issues within regulatory and planning support, relating to the services provided and assist with the development and implementation of adaptive strategies.
- Develop strategic partnerships within the organisation to identify and promote a culture of continuous improvement in relation to the provision of efficient customer service.
- Supervise, guide and assist the regulatory and planning support officers in processing applications, providing advice and administrative support to ensure that maximum productivity is achieved by all.
- Coordinate and delegate incoming tasks to the group as required, ensuring effective workload management across the team.
- Provide quality advice and guidance to Planning and Regulatory Support Officers and other staff members on policies, procedures, practices, processes and systems relevant to the group.
- Effectively communicate with the Regulatory and Planning Support Officers and other key staff within the group and across the organisation.
- Coordinate the development of high quality reports as required by management.
- Represent the Planning and Regulatory Services group on relevant key user forums, including but not limited to the following: Web site, Property & Rating and CRM (Customer Request Management).
- Follow reasonable directions to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Other responsibilities as reasonably expected.

Supervisor Accountabilities

As a supervisor the Supervisor Planning and Regulatory Support is responsible for;

- Meeting the requirements of the TRC Corporate Plan, Budget and Operational Plan.
- Providing effective leadership and staff capability development to ensure alignment with TRC values, achievement of organisational KPI's and a positive contribution to a dynamic workplace culture.
- Developing and maintaining relationships with community and key stakeholders that contribute to positive outcomes for the community.

Organisation Responsibilities

- Model the highest standards of ethical and professional behaviour and act with integrity and confidentiality whilst representing Council internally and externally.
- Adhere to all legislative frameworks, rules, Council policies and guidelines.
- Prepare and submit reports for Council and the Executive Leadership team as required.
- Be familiar with and undertake all work in accordance with relevant policy and legislation, including:
 - TRC's Safety Management System - SAFE PLAN, TRC's Code of Conduct, Council's Local Laws, Values and Behaviours, the *Local Government Act 2009*, Anti-discrimination and Privacy legislation, Purchasing and Procurement; and
 - Comply with all Workplace Health & Safety Legislation, and other relevant policies, procedures and legislation.
- Follow reasonable directives to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.

Delegated Authority

Decisions are to be made in accordance with the Delegations of Authority as detailed under separate official delegation instructions through the Chief Executive Officer.

Selection Criteria

Essential

- Demonstrated experience in leading and supervising administration teams in a multi-disciplinary environment.
- Demonstrated knowledge of, or the ability to acquire the knowledge of local government functions, specifically relevant to land use planning, environmental health, building, plumbing and local laws.
- Demonstrated high level communication and interpersonal skills.
- Demonstrated reporting and data analysis skills.
- Demonstrated ability to develop, implement and maintain processes to ensure the provision of high quality administrative and regulatory functions.

Qualifications

- Certificate in Business Administration, Diploma of Local Government or similar.

Position Specific Conditions

- Due to the delegation level of this position a criminal history check is required as part of the pre-employment screening.
- The successful completion of a Pre-Employment Medical Assessment (including drug and alcohol screening) is required before any offer of employment.
- This role requires evidence of skills and qualifications and the possession of a current Drivers Licence.

I have read and understood the above Position Description					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	