

Position Description

Technical Officer



Position Title	Technical Officer	Role ID	DATEO1
Division	Planning and Regulation	Unit	Development Assessment and Compliance
Job Grade	5	Award	35
Reports To	Special Project - Development Assessment or Team Leader - Development Assessment		
Revised/Created	January 2020 – Template updated		

Primary Objective

- Assist planning officers in development application processing.
- Undertake development and planning administration including counter and telephone enquiries on town planning matters.

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Organisational Environment

PLANNING AND REGULATION

The Planning and Regulation Division provides services related to planning and development control, building control, regulatory control, public health and safety issues, environment and health management throughout the Tweed Shire.

Development Assessment and Compliance Unit

The Development Assessment and Compliance Unit's main functions are:

- Receive, record, process, assess and make decisions/recommendations on development applications, amendments to development applications and strata certificate applications promptly and efficiently and in accordance with relevant legislation.
- To respond to general town planning enquiries including searches relating to dwelling house entitlements and past development consents.

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- The processing of certificates under Section 149 of the Environmental Planning and Assessment Act, 1979 (as amended).
- Monitor compliance with development consent conditions and to respond and resolve complaints relating unauthorised land uses.

The work environment is busy, has competing demands and requires well developed time management skills.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The Position

The position is responsible for the preliminary assessment of development applications with guidance from experienced planners. The position provides assistance to Council's assessment officers regarding processing of development applications and other planning related matters.

The position will undertake written correspondence regarding development matters and general customer service regarding development assessment. Whilst the primary focus of the position is on development assessment, Council's integrated approach to planning matters will, from time to time require the undertaking of work associated with strategic planning.

The position uses Council's Record Management System and Proclaim to comply with organisational requirements for document registration and management.

The position provides advice and information on development and related matters to the general public, applicants, government authorities, consultants and other members of staff.

Work in the position will required the incumbent to acquire and develop a good working knowledge of the Environmental Planning and Assessment Act, relevant Local Environmental Plans, Development Control Plans and Council policies and to become familiar with the functions and duties carried out by Council's Planners and other assessment officers.

The position requires excellent oral and written communication skills.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Development Assessment	<ul style="list-style-type: none">• Assessment of Development Applications with guidance.• Preparation of amendments to planning instruments and policies with guidance.• Assist other assessment officers when required.• Assist with investigation of complaints regarding development issues and unauthorised development.

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	<ul style="list-style-type: none">• Provide pre-lodgement advice regarding development and related applications.• Undertake preliminary assessment of development applications.• Preparation of and issuing of Section 149 planning certificates.
2. Customer Service	<ul style="list-style-type: none">• Provide written and verbal advice to Council's customers.• Respond to Town Planning related enquiries.
3. Administration	<ul style="list-style-type: none">• Prepare correspondence.• Assist administration officers when required.• Assist in preparation and maintenance of various registration processes and registers.

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- Cooperate with other business units within the Division as well as collaborating with staff in other Divisions of Council.

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- Under the direction of your supervisor provide assistance to Council's elected members/Administrators.

External Relationships

- Community Organisations and Members of the Public.
- Other Councils.
- State and Federal Government Departments.
- Local Members.

Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

Selection Criteria

Knowledge and Competence: (to be addressed in full when making application)

1. High School education to year 12 and demonstrated work experience with a technical or administrative focus.
2. Have the proven capacity to undertake on-the-job training.
3. Demonstrated ability to resolve conflict.
4. Demonstrated high level of oral and written communication skills.
5. Demonstrated ability to manage complaints generated by members of the public, government bodies or other stakeholders which relate to developments.
6. Demonstrated customer service skills and experience, including a front counter environment.
7. Demonstrated knowledge of the development process in a local government context.
8. Basic competency in the use of personal computers and Windows based office software.
9. Current Vehicle Licence - Car.

Desirable:

10. Knowledge of and understanding of the provisions of the Environmental Planning and Assessment Act.

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Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
Relationships	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A