

## Position Description

Position Title	Team Leader – Statutory Planning
Directorate	City Futures
Department/Business Unit	Statutory Planning
Team	Statutory planning
Classification	Band 8
Date	May 2025
Reports to:	Coordinator Statutory Planning
Supervises:	Principal Planning Officer(s), Senior Planning Officer(s), Town Planning Officer(s), Subdivisions Officer(s), Student Planning Officer(s)
Internal Liaison:	<ul style="list-style-type: none"> <li>•Statutory Planning Coordinator</li> <li>•Manager Statutory Planning</li> <li>•Manager Strategic and Environmental Planning</li> <li>•Director City Futures</li> <li>•Strategic and Environmental Planning Coordinator</li> <li>•Other Statutory Planning Team Leaders and staff</li> <li>•Other staff in City Futures</li> <li>•All other Departments of Council</li> </ul>
External Liaison:	<ul style="list-style-type: none"> <li>•Planning permit applicants</li> <li>•General public</li> <li>•Government departments and agencies</li> <li>•Referral Authorities</li> <li>•Planning consultants</li> <li>•Legal practitioners</li> <li>•External service providers</li> </ul>

### Position Objectives

Your primary purpose in this position is to:

- To deliver excellent statutory planning outcomes, including subdivision matters, through the provision of professional, well considered and consistent statutory planning advice and decision making on all statutory planning matters including general planning enquiries, pre-application matters, planning applications and at VCAT to external and internal stakeholders in line with the Council Plan and other stated City objectives.
- To lead and manage a statutory planning team so that members are motivated, well advised and empowered to deliver the business plan outcomes and meet team targets.
- To be a respectful, engaged, accountable, creative and honest department leader.
- To make decisions in a timely manner, in line with statutory or internal time requirements
- To provide superior customer service in response to customer requests related to all statutory planning matters.
- Work in a team environment and actively participate as a team member of the Directorate to ensure a cohesive approach to achieving team and corporate objectives.
- To advocate for good planning outcomes within the City of Greater Dandenong municipal area as well as for the south east metro region.
- To maximise investment into the City by developers / landowners, State and Federal Government bodies through timely and well considered statutory planning advice and decisions.

## Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

- Degree qualifications in statutory planning or equivalent as well as substantial relevant experience and skills coordinating a team delivering statutory planning related services and preferably with:
  - Demonstrated knowledge of broader Strategic, Arboriculture, Asset, Civil & Transport Planning.
  - Demonstrated ability in mentoring and facilitating the professional development of junior team members and Senior Statutory Planners, Statutory Planners, Planning Support Officers.
- Demonstrated extensive knowledge of statutory planning principles, in particular in relation to Planning Schemes, development plans and statutory policy and project delivery as well as the Local Government Act, Planning and Environment Act, Subdivision Act and other associated Regulations, Standards and Codes of Practice
- Well-developed leadership and management skills that ensure the team is continually developing, motivated, empowered and challenged.
- Demonstrated writing and written comprehension skills to independently produce relevant and professional written communication including the preparation of Council and Delegate reports, letters, emails, presentations, consultation material and other media to a consistently excellent standard.
- Demonstrated good verbal reasoning and problem-solving skills, particularly in relation to active listening, verbal presentation, negotiation and conflict resolution.
- Demonstrated ability in mentoring and facilitating the professional development of a team including junior and senior team members
- Demonstrated experience achieving department targets and innovative process improvements.

### Desirable Qualifications and Experience

- Accreditation with the Planning Institute of Australia (PIA).
- Member of the Planning Institute of Australia (PIA) or Victorian Planning and Environmental Law association (VPELA).

As part of the Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☐ Satisfactory (and ongoing) Police Check, and
- ☒ Current valid (and ongoing) Victorian Driver's Licence.
- ☒ satisfactory (and ongoing) Working with Children's Check

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Leadership Management</b> /	<ul style="list-style-type: none"><li>• Provide leadership, mentoring and management to the statutory planning team.</li><li>• Assist with the continuous improvement of the cultural climate of the statutory planning team, develop and implement vision &amp; goals with the team.</li><li>• Provide professional statutory planning leadership and guidance to the Statutory Planning units, as well as all other units across the organisation.</li><li>• Ensure performance of each team member is officially reviewed annually through the Corporate Performance Development Process (PDP).</li><li>• Ensure staff training requirements are identified and training programs provided to those staff to enhance team members' skills and build capability.</li><li>• Assist with the management of employing external resources including consultants to ensure value added services are provided in an efficient and effective manner and deliver agreed outcomes.</li><li>• Coordinate resources to effectively manage workloads and meet business plan targets and outcomes.</li></ul>

<b>Planning Technical Matters</b>	<ul style="list-style-type: none"> <li>• Provide excellent technical statutory planning advice that meets the needs of the community, developers, landowners and the City at all times.</li> <li>• Administer and apply the provisions of the Planning &amp; Environment Act 1987, Subdivision Act 1988, Greater Dandenong Planning Scheme and other relevant Acts, Regulations, Codes of Practice, Policies and the like.</li> <li>• Adhere to all Council policies and relevant State and/or Federal legislation governing department activities when carrying out administration responsibilities for the Business Unit.</li> <li>• Ensure all statutory and internal policies and procedures followed at all times, including legislative and internal timescales.</li> <li>• Ensure general advice and pre-application advice service all provided and conducted in accordance with internal processes and procedures.</li> <li>• Provide excellent representation for Council on all matters to the Victorian Civil and Administrative Tribunal (VCAT) and Panel hearings, including at mediation and hearings, the negotiation of consent orders.</li> <li>• Ensure legal representatives and external planning and/or other consultants are well briefed and managed as required.</li> <li>• Represent Council on external statutory planning forums as required.</li> <li>• Liaise with the Department of Transport and Planning Melbourne Water, adjoining Councils, service authorities and other relevant organisations where required on all statutory planning and statutory planning related matters.</li> </ul>
<b>Planning Strategy Implementation</b>	<ul style="list-style-type: none"> <li>• Assist in the development and review of existing and new projects in line with Council Plans, Business plans and other relevant strategies.</li> <li>• Establish sustainable Statutory Planning goals, objectives and targets for the municipality, in coordination with other department and organisation Team Leaders.</li> <li>• Evaluate and recommend improvements and necessary changes and assist in ensure all existing strategic documents and plans remain current and relevant to meet evolving Statutory Planning and community / environmental needs.</li> <li>• Assist with the implementation of Development Contributions Plans (DCPs) and Open Space contributions, including advising developers on all Open Space contributions and DCP matters, providing information and DCP advice to developers and the community.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Coordinate statutory planning customer requests and provide timely responses to the resolution of day-to-day Statutory Planning related issues.</li> <li>• Work effectively with applicants and other stakeholders to ensure high quality planning outcomes for the community</li> <li>• Provide specialist technical advice regarding the statutory planning requirements for planning permit applications and subdivisions.</li> <li>• Provide specialist technical advice to internal business units and Council regarding statutory planning related issues.</li> <li>• Deliver clear, concise and well considered letters, emails, verbal comments and specific recommendations relating to statutory planning matters.</li> <li>• Meet the challenges of change as it occurs within the organisation and be action-oriented to identify and respond to new challenges.</li> <li>• Have a strong understanding of the diversity of the community and understanding our role in the community and the responsibility that comes with it.</li> </ul>
<b>Liaison and advocacy</b>	<ul style="list-style-type: none"> <li>• Liaise with external bodies including State Government departments, other Councils, service authorities, Melbourne Water and other relevant organisations to ensure their input and collaboration on all relevant statutory planning matters.</li> <li>• Attend consultation meeting, working reference groups, and other relevant meetings as required.</li> </ul>

<b>Reporting and Budgeting</b>	<ul style="list-style-type: none"> <li>• Prepare and assist staff members in the preparation of Delegate Reports, Council Reports and other reports on planning decisions.</li> <li>• Prepare and assist staff members in the preparation of submissions and reports for VCAT.</li> <li>• Report on Business Plan progress and budget tracking, as required.</li> <li>• Assist with ensuring that sufficient budget estimates are developed for the efficient management of the statutory planning unit and that any approved budget is adhered to.</li> <li>• Manage any external consultant or agency budgets and resources as required.</li> </ul>
<b>Working out of Hours</b>	<ul style="list-style-type: none"> <li>• This position may require participation in an on-call where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid.</li> <li>• If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.</li> </ul>
<b>First Aid Activities</b>	<p>People Leaders are responsible for:</p> <ul style="list-style-type: none"> <li>• ensuring that there is adequate coverage for the provision of First Aid within their work area</li> <li>• providing for the continuity of training of Designated and First Aid Certified Officers DFAOs and FACOs</li> <li>• the supervision and effective execution of their duties.</li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety.</li> <li>• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>• Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li> <li>• Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.</li> <li>• Participate in health and safety training programs and initiatives.</li> </ul> <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> <li>• Develop, implement, promote and review Council's OHS management system within their area of responsibility.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs.</li> <li>• Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities.</li> <li>• Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Understand obligations and act in an appropriate manner with and around children</li> <li>• Promote positive work practices with children</li> <li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.</li> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

## Working out of standard business hours

- ☒ **This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)**

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – <i>ability to utilise autonomy with respect to the</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

<i>processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>					
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

## **Accountability and Extent of Authority**

The position is directly held responsible for:

- This is position primarily provides independent professional advice and support including using specialist expertise in decision making and problem solving within the department.
- Accountability and responsibility to make planning decisions as set out in legislation, the Deeds of Delegation and other relevant internal documents.
- The freedom to act is subject to the goals and policies of Council in respect of the statutory planning business plan in consultation with the Coordinator – Statutory Planning to ensure achievement of goals and objectives.
- Accountability of the impact of decisions made or advice given by the Team Leader, Statutory Planning may have a substantial impact on the operational unit being managed and/or have the potential to impact on the business / finances of landowners and developers and the public perception of Council.
- The advice provided by the Team Leader Statutory Planning will be relied upon to develop strategic planning initiatives that will be used to develop Council policies and plans which may have a substantial impact on Council and/or the community.
- The achievement of unit's business plan objectives and team targets, and satisfactory performance of all programs and activities within the areas of responsibility as well as coordination and ongoing development of the Statutory Planning team.
- Compliance with all relevant statutory responsibilities associated with areas of responsibility, including the provision of professional advice internally and provision of information to government and other statutory bodies.

## **Judgement and Decision-Making Skills**

Judgement and decision-making is within the following scope:

- Exercise independent judgement in providing professional advice to statutory planning staff, other council staff and service providers as required.
- Accountability and authorities for planning decision making as set out in legislation, the Deeds of Delegation from the CEO and other relevant internal documents.
- Required to independently advise, negotiate, assess and make decisions on applications of simple, average and complex developments.
- Required to interpret Standards & Guidelines, Legislation, Regulations and Codes of Practice as they apply to the position.
- Required to address staff performance and behavioural management matters.

### **With Input:**

#### From the Coordinator – Statutory Planning

- Required to generate Strategies and Policies with limited strategic guidance.
- Required to analyse State and Federal policies related to Strategic Planning and Planning Schemes with limited general guidance.

### **Recommends and Identifies:**

#### With input from the Coordinator – Statutory Planning

- Business Plans, Strategies and Policies for approval.
- Staff promotion and advancement.
- Formal Staff Performance and behavioural management matters.
- Advice and decision making for developments of Regional / City importance which are outside the norm may need specialised advice.

### **Guidance:**

- Works under broad direction from the Coordinator – Statutory Planning
- All decisions are made within legislative guidelines.

## **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:



- Substantial knowledge and experience in all elements of statutory planning and subdivision legislation, practices and processes.
- Strong and effective leadership and management skills to ensure the goals and objectives of the statutory planning unit are continually achieved.
- Well-developed communication skills, and an ability to effectively liaise and negotiate with all internal and external stakeholders.
- An ability to apply professional judgment, analytical and investigative skills in the formulation of strategy and policy options from within a broad organisation-wide framework.
- An ability to work in a fast-paced environment and manage multiple tasks, while ensuring high quality outcomes are continually achieved.

### Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities and planning and organising own work to achieve set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Create and enhance a positive culture and supportive environment for staff.
- Lead the performance of staff to ensure adherence to operating protocols and provide regular, timely feedback to team members.
- Conduct regular staff performance reviews and development appraisals with supervised staff.
- Organisational skills to implement, review, develop and maintain efficient and effective planning processing and decision-making systems.
- Ability to utilise well developed written communication skills to prepare high quality statutory planning correspondence, reports, templates and other documents.
- Ability to gain the cooperation and assistance of planning officers, customers, members of the public, other employees and external stakeholders to facilitate efficient application processing and high-quality planning outcomes through excellent decision making and clear, balanced and deliverable planning decisions.
- Must also be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- Ensuring all correspondence, requests and documentation is registered, recorded and actioned in line with team key performance indicators.
- Ability to utilise well developed oral communication and negotiation skills to communicate application processing matters as well as to articulate the need for changes to planning applications after assessment as well as using those skills to offer excellent general planning advice.
- Actively lead in the achievement of department and team targets.

### Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

# Appendix

## Core Capability Framework – People Leaders

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear
- Responds appropriately to client/customer requests and/or complaints

### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within her/his control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

### Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing
- Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives
- Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

## Council's REACH Values

### Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

### Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

### Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

### Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

### Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

