

Position Description

Position Title	Manager City Development
Directorate	City Futures
Department/Business Unit	City Development
Team	City Development
Classification	SO
Date	September 2025
Reports to:	Executive Director City Futures
Supervises:	<ul style="list-style-type: none"> Coordinator Statutory Planning Coordinator Public Health Municipal Building Surveyor Team Leader Administration Building and Compliance Team Leader Planning Support Coordinator Planning Compliance
Internal Liaison:	CEO Executive team Other managers and staff across Council Councillors
External Liaison:	<ul style="list-style-type: none"> Commonwealth Government Departments State Government Departments Ministerial Offices Community Agencies Other Local Government Authorities Contractors Referral Authorities Members of the public Professional consultants Employer organisations Unions and professional bodies Industry organisations

Position Objectives

Your primary purpose in this position is to:

- To deliver industry leading management of the Planning, Building and Health Services Department by ensuring the most appropriate management strategies and methodologies are developed, implemented and sustained, across:
 - Statutory Planning;
 - Public Health; and
 - Building Services
 - Planning Compliance
- Contribute to achieving the overall long term future strategic direction of Council, focusing on financial sustainability within the context of sound business principles and growing the business and taking into account strategies which support the Council Plan.
- Provide values based leadership fostering a culture of collaboration, integrity and purpose drive performance. The incumbent will lead by example aligning actions and decisions with Council's REACH values to inspire trust, accountability and excellence.
- To be accountable for the forward strategic planning, financial planning, program development

and implementation, staff development, reporting and communication relevant to the Department's activities.

- Monitor compliance with prescribed service levels and ensure agreed standards are achieved by the team within agreed timeframes with a focus on industry best practice and organisational requirements.
- To ensure that Councils obligations are met under the Planning and Environment Act, Subdivision Act, Food Act, Building Act and associated codes and regulations.
- To provide leadership in achieving safer buildings and increased public health within the Municipality.
- Deliver the agreed Strategies, Policies or other Statutory Planning Land Use Planning objectives as set out in the Council Plan, supporting the Director City Planning, Design and Amenity in providing leadership both internally and externally in achieving good Statutory Planning outcomes for the Municipality.
- Lead, promote and integrate the functions, decisions and policy making of Land Use Planning in Greater Dandenong in relation to Statutory Planning, providing:
 - o high quality, sensitive and considered written and verbal land use planning advice to the Executive and Councillors as required; and
 - o land use planning advice for Council's assets including sports, childcare and council officer buildings and facilities.
- Support the Executive Director City Futures in the delivery of high-quality Statutory Services in line with set State or Local Government targets or requirements.
- Manage and lead the Department's Coordinators and Team Leaders to ensure that all statutory and non-statutory services are delivered to an agreed standard, providing leadership in developing staff and maintaining teams of high performance in delivering the Department's services both internally and externally.
- Provide professional input and support to the Directorate Management Team, comprising apart from this position, the Executive Director of City Futures, and Manager Strategic & Environmental Planning, as well as the Manager Community Amenity.

Key Selection Criteria

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

- Relevant Degree qualifications in Statutory Planning, Land Use Planning, Building Surveying, Public Health, or related field, as well as substantial demonstrated experience and skills managing a team delivering either Statutory Planning, Building, Health or related services. Relevant experience should include demonstrated:
 - ability managing the activities, procedures and documentation required to meet a broad range of requirements of a large public sector organisation, especially through coordinating the production and distribution of timely, relevant and professional written and verbal communication, including the preparation of reports and budgets;
 - ability developing strategic directions and translating these into achievable action plans and outcomes;
 - management skills leading and directing the activities of multiple teams in the delivery of services;
 - significant knowledge and experience in carrying out the duties and requirements of Local Government Act, Building Act, Food Act, Planning and Environment Act, Subdivision Act and other associated Regulations and Standards
 - ability providing quality, timely and reliable advice on the interpretation and communication of legislative, legal, and technical requirements across key responsibility areas.
 - experience in building a constructive, customer focused, continuous improvement team culture.
 - management skills leading and directing the activities of a large team in the delivery of optimisation management of core services, coordinating effective negotiation and liaison with client groups.
 - ability facilitating the professional development of a team, including senior professionally qualified team members and building a strong team culture.
 - ability leading a team through Change Management processes and championing a Continuous Improvement model.
 - ability maintaining confidentiality and managing highly sensitive issues and information.

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) Working with Children's Check [mandatory]
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Executive and Councilor Support	<ul style="list-style-type: none"> Supporting the Executive Director City Futures in the delivery of high-quality Statutory Planning, Building and Health services. Independently providing high quality, sensitive and considered written and verbal advice to the Executive and Councillors as required. Providing advice for Council's assets including sports, childcare and council officer buildings and facilities. Acting in the position of Director City Futures when required.
Consultation, Policy Development & Process Improvement	<ul style="list-style-type: none"> Develop and maintain an ethos of consultation with relevant parties with respect to relevant issues. Lead the improvement of existing and design new processes to guide and assist staff in the discharge of their duties for dealing with regulatory matters that impact on our community.
Strategic Planning	<ul style="list-style-type: none"> Work in cooperation with the other Departments in the Directorate in undertaking short- and long-term strategic planning with particular emphasis on the effective utilisation of resources to achieve the goals of the Directorate. Oversee and facilitate the planning, development and implementation of major projects and in conjunction with staff manage the inclusion and engagement of all relevant internal and external stakeholders in the projects. Identify opportunities and encourage and support planning and service development for the Directorate. Proactively identify opportunities to strategically improve and develop services in the context of Councils direction and the broader Corporate Plan. Provide advice to the Council, Chief Executive Officer and Director on existing policies and strategy.
Leadership	<ul style="list-style-type: none"> Lead the day to day management of the Department programs providing direction and motivation to meet strategic goals and objectives. Coach and support staff to improve performance and build effective teams. Engender in staff a positive response to the ongoing process of organisational, operational and environmental change. Work with the Department's staff to develop and implement programs and processes to ensure a high level of staff morale. Demonstrate and lead the REACH principles Lead Unit Coordinators and staff in a way which ensures timely and acceptable outcomes to the Directorate and the Executive Management Team. Take a leadership role with other agencies and the community to plan, coordinate and build improved services to all our residents.

Management	<ul style="list-style-type: none"> • Ensure the effective management of the Department incorporating best practice principles and continuous improvement strategies. • Develop annual budgets, monitor expenditure against targets and provide regular reporting to senior management to ensure that Council funds are used for approved purposes only and to ensure that Council's accounting procedures are followed. • Develop Departmental Business Plans on an annual basis, which accord with the Council Plan, Directorate plans and the Annual Budget. • Perform duties in accordance with the current Occupational Health and Safety Act, Regulations, Codes of Practice and Council policies and procedures. Ensuring that all activities are consistent with the Council's policy of total commitment to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment. • Foster a commitment to a customer service culture, which maximises communication, consultation and co-operation between departments and emphasises shared accountability for satisfying customer needs. • As a member of multi-disciplinary teams, provide professional advice, including strategic planning and policy considerations within the Department, the Directorate, cross Directorate groups and to external parties. • Oversee and co-ordinate the production of written information and financial data for procedural planning, decision-making and monitoring purposes. Include strategies for addressing budget variations, strategy action plans, and service reviews. • Provide professional specialist advice on Department issues including reports and presentations for the Director, the Executive Management Team and Council. • Participate effectively with the Executive Management Team and on any relevant corporate project teams/working groups.
Project and Contract Management	<ul style="list-style-type: none"> • Enter into and monitor appropriate project management arrangements to ensure delivery of agreed Departmental projects as identified throughout the business planning process. • Establish clear project plans / briefs and ensure resources are allocated to enable completion of projects within timelines and other targets. • Monitor and support project implementation and report project outcomes to the Director City Futures as well as the CEO as required. • Management of leases and service agreements to ensure that requirements are continuously met. • Prepare tender specifications, including service standards and performance indicators for the delivery of departmental services.
Continuous Improvement	<ul style="list-style-type: none"> • City of Greater Dandenong supports a quality program that involves continuous, incremental improvement in all services provided to external and internal customers and in all associated policies, processes and procedures. • All staff members are required to display commitment to and to participate in, the quality program, by constantly striving to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.
Service Development and Delivery	<ul style="list-style-type: none"> • Oversee the development and operation of Department strategies and services to the highest standard and engage key stakeholders to develop new opportunities for the City. • Oversee the development and implementation of policies, programs and services that provide quality service delivery across the municipality. • Coordinate the collection of data from performance indicators to monitor the performance of the Department. Formulate/develop strategies to ensure indicators are met, against 'best practice' targets.

	<ul style="list-style-type: none"> • Participate in community and Council forums and meetings, and provide reports, business cases, submissions and studies as required. • Deliver quality and timely departmental functions, services, programs and projects in accordance with reasonable expectations of the customer and/or set delivery standards. • Play a lead role in promoting innovation and developing a team-based approach to service planning and delivery across the Department.
Financial Management	<ul style="list-style-type: none"> • Leading the preparation of the annual operational and capital budgets for the Department, ensuring that cost efficiency is maintained. • Preparing reports of budget expenditure and forecasts within established reporting arrangements and time-lines. • Maximising the financial benefit and use of budget allocations. • Ensuring expenditure is contained within budget allocations and taking corrective action where circumstances arise that may prevent this. • Develop innovative mechanisms and measures to ensure the financial viability of the Lnit, within the constraints of Council policy, the Local Government Act and other relevant legislation. • Preparation of funding submissions and negotiation and preparation of funding and service agreements for signature by the Council or its delegate. • Apply for additional funding or assist other agencies in funding applications to meet identified needs.
First Aid Activities	<ul style="list-style-type: none"> • Ensuring adequate coverage for the provision of first aid within each work area • Providing for the continuity of training of Designated and First Aid Certificate Officers (DFAO and FACO) • Supervising and monitoring effective execution of first aid activities.

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.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.

	<ul style="list-style-type: none"> 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. Participate in health and safety training programs and initiatives. <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> Develop, implement, promote and review Council's OHS management system within their area of responsibility. 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. 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. Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	<ul style="list-style-type: none"> Demonstrate and promote a strong commitment to child safety, equity and inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards and foster this commitment across their team. Ensure compliance with the Child Safety and Wellbeing Policy, Child Safe Code of Conduct, and all child safe policies and procedures, and support staff to understand and meet these requirements. Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations, and support staff to understand and meet these requirements.
Climate Change & Sustainability	<ul style="list-style-type: none"> 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.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> 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

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.

This position may be subject to work related contact outside of normal business hours.

Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☐ This position requires a hearing test

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 <10%	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – 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"/>
Problem solving – 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"/>
Reasoning – 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"/>
Judgement – 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"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – 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"/>
Interruptions – frequency of interruptions to daily work plans and		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>requirement to change work plans at short notice</i>					

Physical Requirements

- ☒ This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion. Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine.

Physical Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – 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"/>
Non-manual handling					
Crouch/squat – 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"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – 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"/>
Pushing/Pulling – Applying force to move something away or closer to one self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input checked="" type="checkbox"/>	<input 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"/>

Accountability and Extent of Authority

With accountability to the Executive Director City Futures and acting within the authorities provided under the Council's Instrument of Delegations, the position is directly held responsible for:

- Managing the Statutory Planning, Building and Health Services Department within broad organisational goals and policies, statute, and subordinate legislation as well as periodic reviews to ensure conformity with Business Unit Plan goals including a reporting mechanism to ensure adherence to allocated budgets.
- Supporting the team to continuously improve systems, procedures, operations, and staff development to deliver set performance targets within detailed staffing and budgetary structure.
- Managing the Department to become a cohesive, motivated, and proactive group; developing a culture which provides a high level of service:
 - maintaining and coordinating regular and relevant communications with all staff in the Department on department wide matters, including leading the improvement of existing and development of new, department processes.
 - mentoring and leading the Coordinator and Team Leaders in a team environment to recognise and reward team and individual achievements.
 - identifying and seeking to address the broader training needs of the Departments officers within budgetary and time constraints.
 - overseeing the management of all staff recruitment matters and participating in recruitment and induction activities as required including supporting the Coordinator and Team Leaders in the effective and timely induction of all new staff members in accordance with set standards and processes.
 - undertaking and actioning the agreed Performance Development Plans (PDPs) of all direct reports and ensure that supervisors undertake and action all remaining Department staff PDPs.
 - setting Annual Work Plans and Targets for all direct reports; and
 - overseeing the management of all the Departments Long Service Leave and Special Leave requirements, and support Coordinators and Team Leaders to ensure that minimum staffing and service levels are maintained while according with Organisation Leave Policies and Guidelines.
- Under direction of the Executive Director City Futures:
 - developing and maintaining an ethos of consultation with relevant parties with respect to department issues, including planning permit applications, health permits and other matters.
 - developing strategic policy options and strategic plans to address future service requirements of the Department, understanding the substantial effect of these upon the management of the operational unit, the organisation as a whole, the community and / or on the public perception of the wider organisation.
 - monitoring compliance with prescribed service levels and ensure agreed standards are achieved by the respective teams within agreed timeframes with a focus on Local Government Performance Reporting Framework, Planning Performance Reporting, and other relevant organisational requirements.

- conducting annual Business Planning for the Department, including preparation of both operational and capital budgets related to delivering the annual business plan; and handling Staff Performance and Behavioural Matters where they are defined as Formal by Council's HR Policy.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

Independently:

- Perform the Delegated Function as delegated from the Council and CEO under Council's Instrument of Delegations in relation to the Planning and Environment Act; Subdivisions Act; Local Government Act, Building Act, Food Act and other Acts, legislation and codes as referenced therein.
- Makes decisions on the day to day and ongoing operations/coordination of staff and broader responsibilities of the department. This includes completing all projects and aspects of Department activities / service delivery needs within agreed timeframes and budget.
- Develops initiatives leading to improvement of the services of the department including specific business units.
- Input and interpret information to/from Council's business systems, including Property and Rating, Objective, Merit, and the like to support internal and external customers where appropriate to the Department.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential.

With Input from the Executive Director City Futures:

- Develop and regularly report on the Department's business plan, budget, recruitment, performance management and other corporate requirements.
- Identify, develop, and implement ongoing improvements to work systems, procedures, and individual Unit activities from an unspecified range of options.

Recommends and Identifies to the Executive Director City Futures:

- Identifies and recommends individual and team development opportunities for staff including coordination of the respective teams.
- Identify and develop policy options in the Department for consideration and choice by the Director City Futures with the freedom to act being wide and limited only to the areas nominated by the Director City Futures or the corporate management. This work will typically require the identification and analysis of an unspecified range of options before a choice can be made.

Guidance:

- Works under broad direction of the Executive Director City Futures with all decisions made within legislative guidelines.
- Where required guidance and advice are available from the Director City Futures, Executive Management Team or the Chief Executive Officer.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Relevant Degree qualifications in Statutory Planning, Land Use Planning, Building Surveying, Public Health, or related field, along with substantial experience managing individual business units to meet prescribed service levels and ensure agreed standards are achieved. Relevant skills, knowledge and experience should be included:
 - Demonstrated experience providing high levels of customer service through giving of correct advice and information to customers and the general public through both phone and face to face counter services, along with extensive:
 - knowledge of standardised planning procedures, practices, relevant Acts and Regulations relevant to the various Department teams; and
 - experience processing planning applications, subdivision applications and other general planning matters, including making recommendations on and determining planning applications.
 - Proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
 - A sound knowledge of budgeting and relevant accounting and financial procedures.
 - Demonstrated understanding of the:
 - role and function of the senior officers to whom the role provides support, and an understanding of the long-term goals of the Department, and an appreciation of the goals of the organisation.
 - function of the roles within the Department, including relevant policies, regulations, and precedents; and long-term goals of the wider organisation and of its values and aspirations and of the legal, socioeconomic, and political context in which it operates.
- Advanced administrative and organisational skills:
 - preparing agendas, attending, and recording accurate minutes for Department team meetings, and other related meetings as required; and
 - keeping up to date with new records and information technology processes and systems.
- Where responsible for policy formulation or improvements to procedures and operating systems, analytical and investigative skills are required to enable the formulation of options from within a broad organisation-wide framework.
- Demonstrated ability coordinating the activities, and documentation required to meet a broad range of Department service requirements of a large public sector organisation, including streamlining systems, procedures, operations and staff development to deliver exceptional service value within detailed budgetary structures.
- Staying abreast of :
 - constant legislative change and ensuring that Council not only complies with legislative requirements but sets a leadership example for other Councils in its innovative approaches.
 - commercial trends and development requirements and reflect changing community aspirations in the development and application of planning frameworks.

Management & Interpersonal skills

The essential position requirements include:

- Managing the effective operation of the Department by:
 - taking account of organisational and external constraints and opportunities, to think strategically, shape directions and inspire others to do likewise, and.
 - leading and directing the activities of teams in the delivery of relevant services building a collaborative and proactive culture.
- Dealing effectively and exercising prudent judgement across a range of political issues, including with tribunals and persons in other organisations, demonstrating a capacity to resolve problems through discussion, persuasion, and negotiation in the pursuit and achievement of specific and set objectives.
- Demonstrated ability to lead medium sized teams through Change Management processes particularly in a political / community environment developing and implementing new initiatives whilst meeting budget requirements.
- With the support of the Executive Management Team and Organisational Development, seek to retain talented staff by leading, motivating and developing their career paths, imparting knowledge and experience, and making the workplace enjoyable.

- Highly effective interpersonal skills to deal with sensitive and confidential internal and Council issues at all organisational levels, incorporating verbal and written communication, preparation of reports and budgets, presentation, negotiation, problem solving, conceptual thinking and conflict resolution skills.
- The incumbent will not only be required to persuade, convince or negotiate with clients and members of the public but also with relevant boards / authorities/tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives of the department.

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			

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.

- Respects the diverse range of world-views, opinions and perspectives that people bring to the organisation
- Builds strong and trusting relationships with team members and across the organisation
- 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.

- Can explain the inter-connectedness between the work of the business unit, the directorate's work priorities and the direction and goals of the organisation as embodied in key planning documents
- Allocates resources to projects and programs to ensure organisational objectives are met
- Sets work priorities, monitor progress and intervenes as required to ensure deliverables meet quality and timeliness standards
- Ensures work undertaken complies with legislative and regulatory requirements

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
- Involves the team in diagnosing problems and developing solution
- Encourages team members to constantly develop their capabilities
- Assigns tasks that are appropriate to people's skills and talents and that create opportunities for growth and development

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

- Anticipates changes in the strategic and operational environments and ensures these are built into the work unit's plans and operations
- Understands and applies the principles of change management including the application of a change plan and key messages
- Recognises the dual role of managers as recipients and implementers of change and takes appropriate action

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

- Encourages creativity in the way people approach problem-solving
- Sets priorities and challenging goals with a view to meeting organisational and departmental priorities
- Identifies potential barriers to success and deals with them so that goals can be met
- Holds people accountable for their results

Service focus

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

- Responds to the specific needs of clients/customers by setting priorities and allocating resources to meet these needs
- Addresses clients'/customers' concerns promptly and professionally
- Acts on clients'/customers' feedback to improve service quality
- Ensures clients'/customers' needs form the basis for planning and resource allocation

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 their 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 standard
- 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 departmental business 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 department 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.

