

Position Description

Position Title:	Planning & Design Administration Support Officer
Business Unit:	Statutory Planning (2602)
Department:	Planning & Design
Directorate:	City Planning, Design and Amenity
Classification:	Band 4
Date:	October 2021
Reports to:	Planning & Design Support Team Coordinator
Supervises:	Nil
Internal Liaison:	<ul style="list-style-type: none"> Statutory Planning and Strategic Design & Sustainability Planning Coordinators Director City Planning, Design and Amenity / Manager Planning & Design Planning & Design Team Leaders and staff Other City Planning, Design and Amenity staff and other Council Departments
External Liaison:	<ul style="list-style-type: none"> Planning & Design customers / General public Government departments and agencies / Referral Authorities Planning consultants / External service providers

1. Position Objectives

The primary objectives of the position are to:

- Provide administrative support associated with the day to day running of the Planning & Design Department, which consists of around 37 staff within three business units - Statutory Planning, Strategic Planning and City Design & Sustainability Planning.
- Provide and maintain an effective and efficient administrative system for the processing of Planning applications, Planning Scheme Amendments and other Planning & Design related matters and assist in the achievement of team targets.
- Utilise database systems for timely management and tracking of Planning & Design data along with software or systems updates from suppliers or Information Management Services (IMS) and provide feedback to develop and maintain Planning information systems and databases.
- Deliver high levels of customer service to external clients and the general public to support effective and efficient Planning & Design operations.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Administration

- Provide comprehensive administrative support in the preparation of Council Reports, Appeals, Planning permits and all other correspondence for Planning & Design Business Units as required.
- Undertake all administrative work associated with the processing of all regulatory planning matters, including the processing of Town Planning Application and Permits, Subdivisions and Planning Scheme Amendments and other Planning legislation and processes.
- Undertake documented processes and procedures on a daily, weekly and monthly basis, for example preparing planning applications for assessment at weekly manager's meetings.
- Adhere to all relevant Council policies and State and/or Federal legislation governing Planning & Design department activities when carrying out administration responsibilities for the various Business Units.

General Advice & Assistance

- Prompt answering of General Planning Enquiries when required, directing them to the appropriate Planning officer or Council Department for attention **and** assisting the Manager, Planning and Design on all administrative matters where requested.
- Taking messages where required to assist in the daily running of the Department and providing messages promptly to recipients, in accordance with Department processes and procedures.

Consultation

- Liaise with internal and external customers' general enquiries in a prompt and efficient manner to determine their administrative needs, fulfil these needs where appropriate and/or provide appropriate referrals to professional staff of applicable teams when and where required.
- Assist in the efficient running of all Planning & Design consultation matters, for example running the Planning Consult Meeting process.

Information System & Records Management

- Inputting and interpreting information from Council's ProClaim / Property and Rating / Objective and other business and records management systems to support internal / external customers where appropriate to the Department, liaising with and providing guidance on process improvements, current matters for resolution etc to the Information Technology Services Department.

Education

- Provide coaching and demonstration of administration practices to the Planners and Team Leaders regarding processes and procedures relating to all Planning functions including the processing of Town Planning Application and Permits, Subdivisions and Planning Scheme Amendments and other Planning legislation and processes.
- Be able to assist the Information Technology Services Department in the education of the Planning & Design Department regarding Council's ProClaim / Property and Rating / Objective/ Trapeze and other business and records management systems.

Processes and Procedures (including Information Systems and Records Management)

- Ability to work in an electronic environment and Independently maintain electronic files in relation to all allocated applications in accordance Corporate and legislative Planning and Environment and Freedom of Information requirements.
- Independently enter required application processing and decision making numerical and written data in Council's Statutory Planning Application Processing System (Property & Rating) and ensure allocated application data is current and complete at all stages of the application process.
- Independently follow all documented and automated internal policies, processes, and procedures in relation to all allocated duties and services at all times.
- Assist in the development of new and improved Department processes and procedures as well as participating in Business Planning, Continuous Improvement activities, and other Department improvement and growth initiatives.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Organise work according to predetermined importance and urgency at least a week in advance to effectively support the various Planning & Design department teams and Planning & Design Team Leaders to complete all necessary unit functions within planned timelines.
- Assist with maintaining accurate, up-to-date Planning & Design databases and records, processing and producing all correspondence within agreed timeframes to meet the service needs of the various Planning and Design department teams ensuring compliance with relevant Acts, policies, procedures, practices and systems as they relate to unit functions.
- Assist and support various Planning & Design department teams' staff and where appropriate external government departments or agencies in all relevant administration processes for the efficient and effective delivery of services.
- Contribute to the review and improvement of various Planning & Design department and/or team policies, procedures and operating systems including administrative processes to ensure the most up to date service is provided to clients and the general public.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time The work generally falls within specific guidelines but with scope to exercise discretion in the application of established standards and operating procedures within the teams and across the department.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs, or clients, or to internal procedures and processes.

4. Judgement and Decision-Making Skills

Objectives of the work are well defined, with judgement and decision making within the following scope:

Independently:

- Carry out various Planning & Design department teams reporting tasks in accordance with council and corporate timetables.
- Follow documented and established planning processes and procedures effectively.
- Evaluate and make improvements to routine Planning & Design department and/or teams administration and reporting procedures.
- Liaise as required with external government departments or agencies and take appropriate action supporting the delivery of a broad range of Planning & Design department services.

With Input from Manager Planning & Design or Planning & Design Team Leaders:

- In conjunction with Planning Officer, process new planning applications, process and manage external and internal referrals, filing of applications and appropriately manage all planning records.
- Refer written requests for information from clients and the general public regarding their properties to appropriate, applicable Planning & Design department teams' members.
- Assist in the development and recording of various Planning & Design department and/or team business plans, including the recording of information relating to team targets.
- Assist in the implementation of the new administration processes for various Planning & Design department team services, particularly those involving new systems.

Recommends and Identifies to Planning & Design Team Leaders:

- Assist with the development of new administration procedures towards improving the effectiveness of the delivery of various Planning & Design department and/or team services, including appropriate changes to mix of administration skills

Guidance:

- Guidance and advice are always available from the Planning & Design Team Leaders within the time available to make a choice.

5. Specialist Skills and Knowledge

The essential position requirements include:

- An understanding of the relevant technology used and proficiency in the application of standardised procedures practices, Acts and Regulations and an understanding of relevant precedents and previous decisions relevant to Planning & Design Business Unit teams, including but not limited to:
 - Processing planning applications, subdivision applications and other general planning matters,
 - Providing a high level 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,
 - Preparing agendas, attend and record accurate minutes for Department team meetings, and other Planning related meetings as required,
 - Keeping up to date with new records and information technology processes and systems in order to make recommendations on planning application administration procedures.
- Demonstrating an understanding of the function of the role within the Planning & Design Business Units, including relevant policies, regulations and precedents and an understanding the goals of individual Planning & Design department teams and where appropriate, an appreciation of the goals of the wider organisation.

6. Management and Interpersonal skills

The essential position requirements include:

- Skills in managing time and planning and organising own work in predetermined order of priority to support the achievement the Planning & Design Business Unit teams' objectives, including implementing, reviewing, and maintaining efficient and effective planning processing and decision-making administration systems.
- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the- job training and guidance.
- Well-developed written communication skills to prepare routine Statutory Planning, Strategic Planning and City Design & Sustainability Planning correspondence, reports, templates and other documents.
- Well-developed oral communication to articulate issues with application processing administration matters as well as the need for administrative changes to planning applications after assessment.
- Ability to gain the cooperation and assistance of Planning & Design officers, customers, members of the public, other employees, and external stakeholders in the administration of well-defined activities and in the supervision of employees where applicable to facilitate efficient application processing and planning outcomes, ensuring all correspondence, requests and documentation is registered, recorded and actioned in line with key performance indicators.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

- Certificate 4 Business Administration or related field, or alternatively equivalent work-based Planning & Design administration experience, ideally within local government. Relevant knowledge, skills and experience should include:

- Demonstrated knowledge of broader Planning & Design Department functions along with a general understanding of relevant Acts, Regulations and relevant precedents / previous decisions relevant to the delivery of various Planning & Design department services,
- Demonstrated significant experience in business administration including experience with computer-based databases / systems, preferably including ProClaim Business System, Objective records management, Trapeze, or similar,
- Demonstrated ability to plan and organise administration work and processes supporting legal or regulatory compliance both on an individual and team basis, ideally with demonstrated experience involving process improvement,
- Demonstrated ability to gain the confidence, cooperation, and assistance from a range of stakeholders, including other staff in the administration of legal or regulatory compliance matters,
- Well-developed oral and written communication skills, particularly in relation to providing information to clients, minimising their concerns and achieving positive outcomes for them in conjunction with the applicable teams across legal or regulatory compliance matters.

Verification

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

Prepared by:

Name:	Will Stewart	Signature:	
Date:	October 2021		

Manager:

Name:	Brett Jackson	Signature:	
Date:	October 2021		

Director:

Name:	Jody Bosman	Signature:	
Date:	October 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Date of last review: September 2021

Authorised by: Will Stewart

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Will Stewart Signature: _____ Date: __/__/____

Cognitive Demand	Yes	No
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

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APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively 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.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.