

Position Description

Position Title:	Senior Planning Compliance Officer
Business Unit:	Planning Compliance
Department:	Building & Compliance Services
Directorate:	City Planning Design and Amenity
Classification:	Band 7
Date:	April 2022
Reports to:	Coordinator Planning Compliance
Supervises:	Planning Compliance Officers
Internal Liaison:	<ul style="list-style-type: none"> • Director City Planning, Design and Amenity • Manager Building & Compliance Services • Manager Regulatory Services / Manager Planning and Design • Coordinator Planning Compliance / Planning Compliance Officers • Team Leaders Statutory Planning Units • Municipal Building Surveyor / Local Laws and Health Officers
External Liaison:	<ul style="list-style-type: none"> • Department of Environment, Land, Water and Planning • Victoria Police / Environment Protection Authority / Department of Infrastructure • Developers / Landowners / General Public

1. Position Objectives

The primary objectives of the position are to:

- To assist the Coordinator Planning Compliance to manage and provide leadership in the effective and efficient liaison with the public and with other authorities to achieve compliance with Council's development standards, as well as in the enforcement of the provisions of the Planning Scheme and other relevant legislation, undertaking a standalone caseload, seeing matters through to completion.
- To assist the Coordinator to develop and implement systems to improve work processes / customer service, and to coordinate and provide leadership with administrative support functions within the team.
- To provide leadership, guidance, assistance and support to the Planning Compliance Officers within the team, undertaking administrative support functions of the team as directed by the Coordinator.

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

Main areas of responsibilities will include but is not limited to:

Leadership

- Provide leadership to internal and external stakeholders with respect to planning compliance matters for the municipality.
- Identify current gaps, barriers and strategic issues impeding effective regulation and providing recommendations to address these gaps, barriers and strategic issues.
- Well-informed stakeholders with respect to planning compliance and an effective team that exhibits excellent team working skills.
- Act for the Coordinator under higher duties provisions if and as required.

Investigate Compliance with Planning Scheme

- Identify, assess and manage complex sites to ensure effective, consistent, proportionate and timely action.
- Investigate and resolve planning scheme breaches to achieve compliance with the provisions of the Greater Dandenong Planning Scheme and the Planning and Environment Act 1987.
- Developments comply with Planning Scheme; process follows Codes of Practice and outcomes contribute to the improved character of the City.

Process Improvement

- Minimise risks to the community and environment in the most cost-effective manner through coordinated actions.
- Improve existing and design new processes.
- Efficient processes that increase performance standards and respond to customer needs.

Represent Council

- Preparation of hearings of the Victoria Civil and Administrative Tribunal, and the Magistrates Court, including the drafting of prosecution briefs, briefing legal representatives and consultants as required,
- Represent Council at and prosecuting matters for Council at the above-mentioned forums, with the advice and assistance of the Coordinator Planning Compliance and Council's Prosecutions Coordinator.
- Council is represented professionally, and Consultants and Solicitors effectively briefed.

Advice

- Provide advice to the public, giving assistance as necessary to help achieve compliance with planning controls and other relevant legislation and assist other officers in doing likewise.
- Advise the public appropriately of legislative and process requirements.

Consultation

- Liaise with internal and external customers in general, including the provision of consultation and assistance.
- Determine the interagency intervention protocols and supporting regulatory tools, roles and responsibilities for the effective reduction of risks.
- Document an agreed risk management approach for identifying priority non complying sites and informing appropriate cross-government intervention and/or management across all stages of the regulatory cycle.
- Promote a positive image of the Council to members of the public through mediation and consultation.

Evidence

- Coordinate photographic and other surveys, as well as the collection of evidence relating to enforcement and general planning matters.
- Evidence documented in a manner acceptable in VCAT or Court to prove non-compliance.

Education

- Support the Planning Compliance team in the effective resolution of complaints, planning breaches and property inspections, building their capacity to assemble adequate information and use such information to determine appropriate decisions and issue Planning Contravention Notices and Infringement Notices.
- Support the Planning Compliance team in preparing for proceedings before the Victorian Civil and Administrative Tribunal and the Magistrates Court as directed by Council and /or Council's delegate, building their capacity to represent Council before the Victorian Civil and Administrative Tribunal and the Magistrates' Court as directed by Council and /or Council's delegate where appropriate.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Work independently undertaking a standalone Planning Compliance caseload, seeing matters through to completion, as well as contributing to business unit goals as a member of a cohesive and efficient team, utilising effective planning and project management skills.
- Assisting the Coordinator [and supporting the Planning Compliance Officers] to:
 - manage and provide leadership in effective and efficient team liaison with the public and with other authorities to achieve compliance with Council's development standards;
 - provide guidance, assistance and support to the Planning Compliance Officers in the enforcement of the provisions of the Planning Scheme and other relevant legislation;
 - resolve complex Planning Compliance issues within regulatory parameters through advocacy and collaboration with stakeholders and clients;
 - presenting Planning Compliance matters before the Victorian Civil & Administrative Tribunal and to the Magistrates' Court;
 - develop and implement systems making recommendations wherever appropriate to improve work processes / customer service and coordinate administrative support functions within the team;
 - act for the Coordinator under higher duties provisions if and as required;
- When providing direct support and assistance to the Coordinator Planning Compliance the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the Coordinator Planning Compliance.
- Where involved in resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where providing specialist advice to team members, stakeholders, clients or to regulating clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant, but it is usually subject to appeal or review by the Coordinator Planning Compliance.

- Where involved in policy development the work is usually of an investigative and analytical nature, with the freedom to act prescribed by the Coordinator Planning Compliance. The quality of the output can have a significant effect on the process of policy development.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.

Independently:

- Assist Planning Compliance team members to provide sound advice and guidance to client's queries in respect of compliance/ non-compliance with planning legislation requirements.
- Propose solutions or recommendations for use by the Planning Compliance team when managing difficult issues.
- Evaluate and implement routine improvements to Planning Compliance administration and reporting procedures.

With Input from the Coordinator Planning Compliance / Manager Building & Compliance Services:

- On more complex issues in respect of compliance/ non-compliance with Planning legislation requirements.
- Liaison required for decisions on the formulation of policies and procedures.
- Develop a list of client service topics, schedule and coordinate these for discussion at team meetings.
- Research, investigate and recommend the most appropriate and cost-effective solutions for the ongoing development of Planning Compliance administrative systems.
- Assist the Coordinator in the development of the Planning Compliance component of the Building & Compliance Services business plan.

Recommends & Identifies to the Coordinator Planning Compliance / Manager Building & Compliance Services:

- Improvements to the Planning Compliance service and administrative systems.
- Training needs of Planning Compliance staff through feedback from other departments, developing future training programs to address these.

Guidance:

- Guidance and advice are usually available from the Coordinator Planning Compliance or Manager Building & Compliance Services.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Proficiency in the application of a theoretical or scientific compliance discipline, including the underlying principles as distinct from the practices.
- The ability to read and interpret advanced documentation [planning permits with associated endorsed plans and reports], interpret, analyse and apply the Planning Scheme 'Land Use' provisions in reaching decisions and proposing recommendations.
- Ability to present clear and comprehensive evidence at VCAT and the Magistrates' Court and other courts of competent jurisdiction as well as the ability to write clear and concise reports in relation to Planning Compliance matters and prepare formal recommendations regarding improvements to work processes and customer service.
- Stay abreast of developments in Planning Compliance, embrace new technology and processes and maximise the use of these to improve productivity and efficiency within the team.
- Ability to work as a member of a small cooperative team, leading and motivating peers in a project environment, whilst still delivering on personal objectives.
- Requires an understanding of the long-term goals of the Planning Compliance team as well as the Building and Compliance Service business units and of all the relevant policies of the section, unit and the wider organisation.

6. Management and Interpersonal skills

Undertaking the accountabilities of the position, the position incumbent will overall:

- Have the ability to work independently within a busy team environment, managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Have the ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined Planning Compliance issues / activities and coach team members in set priorities for delivery of conflicting time critical tasks, to achieve positive outcomes within agreed timelines for the team.
- Ability to liaise with counterparts in other organisations to discuss specialist matters as well as with other employees in other functions within the organisation providing excellent customer service and resolving intra-organisational problems.
- Highly developed oral and written communication skills to communicate effectively with a range of areas and levels of Council including the ability to explain complex Planning Compliance issues to specific staff in Council to ensure that all necessary information is collected and incorporated in a timely manner.

7. Qualifications and Experience (Key Selection Criteria)

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

Essential

- Degree or Diploma qualifications in Statutory Enforcement & Governance, or similar Industry recognised qualification with relevant experience or alternatively a lesser qualification, e.g. Certificate IV with substantial relevant experience. Relevant experience should include:
 - Demonstrated expertise in the relevant legislation and regulations pertaining to all aspects of the Planning and Environment Act in terms of Part 6 - Legal Proceedings, Subdivision Act, Victorian Civil & Administrative Tribunal Act and related regulations;
 - Demonstrated experience presenting Planning Compliance matters before the Victorian Civil & Administrative Tribunal and to the Magistrates' Court;
 - Demonstrated highly developed skills resolving Planning Compliance issues within regulatory parameters through advocacy and collaboration with stakeholders and clients;
- Demonstrated ability working independently as well as contributing to business unit goals as a member of a cohesive and efficient team, utilising effective planning and project management skills preferably with experience supporting and/or acting in supervisory or team leader roles,
- Demonstrated ability to prioritise competing demands, handle multiple tasks and meet deadlines to agreed service standards and flexibility/availability in working arrangements to cater for out of hours inspections if required.
- Demonstrated ability to maintain confidentiality on sensitive issues and deal diplomatically and effectively with people at all levels.
- Demonstrated excellent written and verbal communication skills, intermediate skills in the Microsoft Office product suite.
- A current (and ongoing) valid Victorian Driver Licence as well as satisfactory (and ongoing) Police Check supplied prior to offer of employment and commencement.

Verification

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

Prepared by:

Name:	Clint Martin	Signature:	
Date:	April 2022		

Manager:

Name:	Jamie Thorley	Signature:	
Date:	April 2022		

Director:

Name:	Jody Bosman	Signature:	
Date:	April 2022		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

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: Jody Bosman

Signature

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	✓	

Position Description

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.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote, and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- 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.