



SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

Position Details

Title:	Coordinator Planning
Classification:	Band 7 Negotiable
Position Number:	028
Business Unit:	Shire Futures
Reports to:	Manager Planning and Regulatory Services

Position Objectives

- Provide an efficient and effective service through the day-to-day coordination of workflow and managing direct reports, consultants and project staff;
- Promote excellence in Customer Service including identifying, implementing and reviewing strategies to improve customer service experience and quality;

Key Responsibilities

- Coordinate and support all operations of Council's Planning functions
- Ensure Planning functions are undertaken in accordance with relevant legislations and regulations.
- Coordinate documenting, flowcharting and development of processes within the Planning Unit;
- Provide high quality advice regarding statutory and strategic planning matters to Council, community and the Executive
- To be responsible for carrying out the duties of a Planning Coordinator within the framework of Council policies and procedures and within the limits of delegated authority;
- Support the integration of Planning with Council's corporate, strategic environmental and economic objectives;
- Represent Council as required on various planning matters the position is responsible for, including agency networks, Council and community meetings, Planning Panels Victoria and Victorian Civil and Administrative Tribunal (VCAT);
- Ensure a high quality customer service experience is provided to all users of the service by developing processes and a culture of excellence in customer service

- Develop and provide quality information that demystifies and explains the regulatory requirements of planning legislation
- Provide and maintain statistical data in conjunction with the Regulatory Services Administration Officer | Planning

Corporate Responsibilities

- Promote a culture of *Excellence in Customer Service*, identifying, implementing and reviewing strategies to improve service quality;
- Establish and maintain a high level of co-operation between residents, Council officers, applicants and the Planning Unit;
- Reinforce existing, and establish new networks, both within and outside of the industry, to identify Best Practice techniques and technologies;
- Cultivate and maintain strong relationships among colleagues on both a formal and informal basis across all Council functions.

Policy Development and Implementation

- Assist in the development and review of relevant policies and procedures where appropriate;
- Assist with identifying and prioritising objectives and policies for the Unit, and prepare implementation plans in consultation with other members of the Planning Unit as appropriate;
- Liaise with Council's Manager Planning and Regulatory Services, strategic planning, economic development and other key Units on specified projects or issues.

Extent of Authority

- Responsible for efficient and effective operation within a team environment;
- Accountable for the conveying of accurate specialist information with respect to subdivision and planning permit applications;
- Operates according to Council policies, procedures and specific guidelines, and relevant legislation and delegated authority
- Commit to and adhere with Councils Child Safety Requirements.

Judgement and Decision Making

- Required to provide information to other staff members and the public in relation to planning matters;
- Operates under the guidance of the Manager Planning and Regulatory Services, and in accordance with Council policies and corporate objectives with methods and procedures developed from theory, precedent and previous experience;
- Required to resolve issues however guidance and advice is usually available within the necessary timeframe to make a decision;
- As a member of a small, professional team, the judgements and decisions made have potential to influence performance of the Unit, and to impact on the broader community and have legal ramifications.

Specialist Skills and Knowledge

- Highly developed knowledge and understanding of the Local Government Act 1989, Planning and Environment Act 1987, Subdivision Act 1988 and relevant Regulations, Codes, Practice Notes, Ministerial Directions and Standards
- Understanding of budgetary techniques and control
- An understanding of the operation of the Local Government and legal process within Victoria;
- Well-developed analytical, investigative, interpretive and problem-solving skills;
- Ability to assist in the preparation of a Business Plan for the Unit as required;

Management Skills

- Highly developed statutory and strategic planning skills
- Ability to effectively plan, organise and manage own time, to achieve targets within available resources and a set timetable.
- Ability to lead a team and drive a culture of excellence in customer service
- Ability to adapt positively to change, and demonstrate innovation;
- Understanding of, and compliance with Council's Human Resource Policies, Council policies and relevant legislation including Occupational Health and Safety and Equal Opportunity.
- Responsible for ensuring the health, safety and wellbeing of self, employees and volunteers by:
 - Implement and Monitor compliance with workplace policies and procedures;
 - Engage with and support HSRs, OHS committees, supervisors and managers;
 - Conducting safety inductions and local topic specific training;
 - Support/mentor HSRs and supervisors;

- Support staff awareness of OHS responsibilities and accountabilities;
- Assist with implementing OHS plans and strategies;
- Supporting managers in activities that foster a positive OHS culture.

Interpersonal Skills

- Well-developed verbal communication skills to effectively:
 - ✓ mediate and resolve conflict;
 - ✓ liaise with business ,consultants and community representatives;
- Liaise with counterparts within the industry, and all levels of Council staff, to discuss and exchange views;
- Develop formal and informal public presentations;
- Represent the Unit and/or Council on committees as required;
- Written communication skills to effectively:
- Prepare clear and concise reports to management, Council, VCAT and Planning Panels Victoria as required;
- Prepare correspondence on all matters relevant to the position;
- Able to gain cooperation and assistance from clients, other employees and members of the public in well-defined activities related to the position.

Compliance with Legislation and Policies

Adhere to all current relevant codes of conduct and legislative requirements including:

- ✓ Southern Grampians Shire Council Policies and Procedures;
- ✓ Southern Grampians Shire Council Staff Code of Conduct;
- ✓ Privacy and Data Protection Act 2014 (Vic);
- ✓ Equal Opportunity Act 2010 (Vic);
- ✓ Occupational Health and Safety Act 2004 (Vic);
- ✓ Government/Industry Codes of Conduct;
- ✓ The Southern Grampians Shire Council Enterprise Agreement; and
- ✓ The Municipal Emergency Management Plan.

- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
- Responsible for ensuring the security of Council's assets under the Officer's control;
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff

Key Selection Criteria

The employee will demonstrate the following:

- ✓ Relevant tertiary qualifications (A degree in Town and Regional Planning or equivalent recognised qualification);
- ✓ Significant experience in the public/private sectors in a range of organisations (7 years minimum). Experience in Local Government is highly desirable
- ✓ Demonstrated experience with: strategic, statutory and heritage planning; as well as VCAT, Planning Panels Victoria (or equivalent), planning infringement; and Local Government planning processes
- ✓ Relevant experience in a supervisory position with demonstrated professional training and experience in personnel management, budget preparation and maintenance of administrative and financial systems
- ✓ Ability to demonstrate exceptional customer service skills and the ability to build positive relationships
- ✓ A current Victorian Drivers Licence

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Employee: _____

SGSC: _____

Signature: _____

Signature: _____

Date: _____

Date: _____