

**ROLE
DESCRIPTION**

Clarence City Council

Position Number:

Date Last Reviewed: November 2009

Role Title: Senior Planner

Group: Integrated Assessment

INCUMBENT:

NAME: _____

SIGNATURE: _____ **DATE:** _____

MANAGER:

NAME: Ross LOVELL

SIGNATURE: _____ **DATE:** _____

GENERAL MANAGER: _____ **DATE:** _____



Integrated Group Objectives

The Customer Service and Integrated Assessment Groups are responsible for the management and facilitation of the following objectives.

Customer Service Support

- Develop processes to ensure a “cradle to grave” approach to land use matters.
- To manage and facilitate high levels of customer service and ensure prompt and accurate advice to clients.
- Ensure suitably qualified staff and other appropriate resources to ensure development compliance procedures are efficient, timely and cost effective.
- To develop processes and an approach to achieve Council’s “total best experience” objective.

External Matters

- Maintain close liaison with Commonwealth and State government agencies and local government representative associations whose activities impact on the business activities of the customer service group.
- Maintain close and effective liaison with residents, developers, businesses, visitors and other clients to ensure a high level of customer service.

Statutory and Regulatory Responsibilities

- Investigate and facilitate the development of appropriate operational processes to ensure corporate compliance and fulfilment of statutory obligations and the fulfilment of Council’s statutory functional responsibilities.
- Ensure that reporting processes and operational procedures meet the accountability and transparency obligations of the Council.
- Ensure close relationship with the Integrated Assessment Group.

Community Services

- Provide a corporate link for the range of community services provided by the organisation.
- Ensure these services are delivered in accordance with Council’s adopted objectives and within budget.

Role Objectives

- To facilitate good standards of development by pro-actively assisting customers and developers. This includes providing service at the counter, over the telephone or where appropriate, on site.
- To provide day-to-day supervision and coordination of the organisation’s development appraisal and planning staff.
- To contribute to effective land use planning and development within the City.
- To provide advice and service in the fulfilment of Council’s statutory planning obligations.
- To support the development of procedures which reflect statutory requirements, Council policies and community expectations.

Essential Duties and Responsibilities

Ensure land use planning, development and development assessment procedures are efficient, timely and cost effective by:

- Participating in Council's Integrated Assessment Group, ensuring a fully integrated approach to its operation is achieved. In particular by:
 - investigating and reporting of planning and subdivision applications, under relevant regulations and within established work practices;
 - processing subdivision final plans and strata plans in accordance with Council procedures;
 - assessing planning scheme amendments and other permits, under relevant regulations, and prepare reports for Council;
 - preparing and presenting submissions for Appeal Tribunals and Land Use Panel hearings; and
 - investigating requests and enquiries and preparing reports for appropriate action relating to development control and environmental assessment.
- Providing accurate advice to customers on subdivision and land use & development proposals. In particular:
 - providing advice on planning, building and environmental matters to developers and the public;
 - assisting in the administration of development permits, subdivision permits, planning scheme amendments, stratum plans, within statutory and Council Policy procedures; and
 - participating in activities of the Group in relation to the provision of development control and in specific projects.

Ensure the social, economic and environmental outcomes of the City Plan and City Planning Scheme are met by:

- Providing advice to a broad range of customers on development proposals and related land use issues.

Ensure general support to the attainment of Group objectives by:

- Co-ordinating and monitoring day-to-day operations of Development Appraisal and Planning staff, including:
 - monitoring and providing feedback in regard to performance levels;
 - assisting in the ongoing development of staff; and
 - ensuring timely assessment of applications by the planning team, in accordance with statutory requirements.
- Providing support to other Integrated Assessment Group members and other units within and outside the Group.
- Ensuring relevant correspondence, applications, complaints and other requests are dealt with in accordance with agreed policies and statutory requirements in a courteous, timely and professional manner.
- Providing prompt, courteous and corporate advice in relation to the duties of the position and those of the Integrated Assessment Group.
- Participating in workplace improvement programs/committees.
- Contributing to the effective working of the Organisation through active participation in decision making and assisting in the facilitation of a common corporate culture and management style.

Level of Responsibility

- Specialisation in a particular field.
- Performance of normal professional work autonomously.
- Technical and project management skills required.
- Management of human, physical and financial resources.
- Provision of information and advice to the community and all levels of staff in the organisation.
- Makes decisions across a wide range of issues with only the contentious issues being referred to the Group Manager for comment/decision.

Salary Range

The salary for this position is Pay Point 24 to Pay Point 30 (Level 5 Step 1 to Level 5 step 5 of Appendix A of the *Clarence City Council Award 2003*, or any subsequent variation of that Award, including relevant Enterprise Bargaining Agreements).

Organisational Relationship

The Senior Planner is a member of the Integrated Assessment Group and is responsible to the Management Integrated Assessment.

Performance Management

Performance will be evaluated as a part of the organisation's overall performance management program and key result areas.

Evaluation will also be on the basis of demonstrable capacity to:

- provide accurate and relevant information.
- respond to issues without delay and within timeframes set by Council policy.
- provide support to other Officers.
- meet the elements of satisfactory service and code of conduct required in the Annual Performance Review.
- maintain a current work program, in which all key aspects of the role and key result areas listed in the Annual Performance review, are identified.

Levels of Service

- 1. Where necessary to meet the requirements of specific projects, the Senior Planner will adopt a flexible approach to working hours.**

Method of Measurement:

- Report on daily work program, using staff time sheets (when implemented).

- 2. To program workload to ensure that special projects are completed on time. This will include the analysis of forecast work commitments, so as to ensure optimal coverage across a range of duties. It will also include cooperating with the Planning Administration Officer to ensure the appropriate allocation of planning application assessment work.**

Method of Measurement:

- Maintain a documented work program for project work.
- Accepting responsibility for completing allocated workloads as part of specific projects.

- 3. To contribute to the integrated approach to the business of the Integrated Assessment Group.**

Method of Measurement:

- Recognition for good customer service.
- Participate in the Development and Building Approvals Group.
- Ensuring statutory time-lines for assessing applications are met.
- Achieving established performance benchmarks are achieved.

- 4. To develop full competency with relevant computer systems, in accordance within required time lines.**

Method of Measurement:

- Attending training programs that are provided and demonstrating the application of acquired skills and knowledge to the role.
- When requested, to participate in the management and upgrading of computer systems used by the Group.

- 5. To provide a high standard of customer service.**

Method of Measurement:

- Meeting the above performance measures.
- Providing accurate and timely information to customers on site, over the telephone or at the counter.
- Recognition for good customer service.
- Measurement and tracking of legitimate complaints.
- Developing/monitoring strong working relationships with relevant external organisations.

Selection criteria

Essential

- A relevant qualification in planning.
- High level knowledge of Acts relevant to development processes.
- Demonstrated knowledge of contemporary building and planning issues and principles.
- Initiative, resourcefulness and the ability to solve problems under general guidance.
- Commitment to high level customer services delivery.
- Well-developed oral and interpersonal communication skills.
- High level report and letter writing skills.
- Strong time management and organisational skills.
- Computer literacy.
- Strong interpersonal and conflict resolution skills along with leadership experience in regard to the supervision, motivation and training of staff

Desirable

- Experience in Local Government dealing with the land development process with knowledge and understanding of the Resource Management Planning System and Local Government Services.

SENIOR PLANNER

Pre-Employment Medical Notations

TASKS TO BE PERFORMED

- To facilitate good standards of development by pro-actively assisting customers and developers. This includes providing service at the counter, over the telephone or where appropriate, on site.
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- To contribute to effective land use planning and development within the City.
- To provide advice and service in the fulfilment of Council's statutory planning obligations.
- To support the development of procedures which reflect statutory requirements, Council policies and community expectations.

Medical considerations

- **Office Worker**
 - Sitting posture for prolonged periods.
 - Lifting and carrying office equipment (about 15kgs).
 - Operating computers (about 4 hours per day).
 - Driving (passenger vehicles).
 - Dealing with enquiries and difficult situations on a regular basis.