



Position Description Team Leader – Development Permits

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: Team Leader – Development Permits

Award Classification: Band 7

Department: Safety and Amenity

Division: Development, Transport and City Amenity

Date Approved: November 2021

Approved By: Manager Safety and Amenity

ORGANISATIONAL RELATIONSHIPS:

Reports To: Coordinator City Permits

Supervises: City Permits staff

Internal Stakeholders: Council Employees and Managers, Executive Team and Councillors

External Stakeholders: Builders, developers, traders, businesses, residents and other interested parties.

POSITION OBJECTIVES

- Provide affective technical advice relating to a range of construction permitting in accordance with Council's Local Law, policies and regulations.
- To supervise City Permits staff and ensure construction permits and consents are administered in accordance within Council's policies, processes and service standards.
- Develop and maintain an efficient and accurate register of permits and consents.
- Develop and maintain procedures and processes to ensure the efficient and timely processing of City Permit applications.
- Assist the Coordinator City Permits in the provision of effective and efficient permitting services.



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KEY RESPONSIBILITY AND DUTIES

- Provide effective pre-application advice to internal and external customers, to facilitate, construction permitting and consents consistent with Council's policies and guidelines.
- Ensure the effective determination of a range of Local Law permits and Road Management Act consents.
- Ensure high quality of customer service through effective management of service requests.
- Present matters to the City Permit Panel, under review or special circumstances.
- Maintain accurate records.
- Develop and maintain policies and procedures.
- Continuously improve the administration of permits and consents, to ensure a customer focused service whilst managing risks and performance.
- Ensure risk controls, performance measures and reporting are in place for the operations of the City Permits services.
- Responsible for the supervision of City Permits staff.
- Ensure staff and contractors undertake safe work practices as outlined in Council's Occupational Health and Safety policies and investigate and advise Coordinator of any suggested improvements in safe work practices.
- Be accountable for team performance, efficiency and staff moral and engagement. This will involve problem solving and resolving barriers to a productive working environment including but not limited to; operational and system management issues, team dynamics and staffing issues.
- Support management of all system changes for the City Permits services.
- Other duties as may be reasonably required from time to time within the scope of the position.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for accurate, timely resolution of customer requests and processing of work in accordance with Council guidelines, service standards and relevant legislation.
- Accountable for the planning, coordination, and delivery of the day to day operation of City Permits services under the guidance of the Coordinator City Permits, to ensure decision-making and service delivery exceeds customer expectations.
- Responsible for the safety and work performance of direct reports and collaborates with peers and staff across Council to achieve service excellence.
- Effectively management of day-to-day operational requirements and actively contribute to improving and modifying work practices and procedures where necessary to maintain and achieve a high-quality standard of service delivery
- Accountable for City Permits staff performance.
- Accountable for ensuring risk controls and performance measures and reporting for the operations of the City Permits service.



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- Other duties as may be reasonably required from time to time within the scope of the position.

JUDGMENT AND DECISION MAKING

- Use sound judgement and decision making in all liaisons with Council staff and contractors in accordance with policies, guidelines, service standards and relevant legislation.
- Exercise professional independent judgement in evaluating and implementing appropriate methods, procedures and practices for achieving the objectives of City Permits services within policies, guidelines and relevant legislation.
- Demonstrated experience in complex problem-solving, making decisions within broad parameters which are sometimes political, or sensitive in nature and may relate to situations or circumstances which are new or previously not encountered.
- Provide specialist advice in the application of administrative, procedural or legislative requirements using professional and technical knowledge acquired through relevant training and/or practical work experience.
- Highly developed problem-solving and decision-making skills in the proficient understanding and application of policies, guidelines, service standards and relevant legislation.
- Problem-solve, provide guidance and advice for complex problems related to the administration of City Permits decision-making on a range of application and consent requests.
- From time to time this position will encounter situations for which there is no known precedent and will be required to make decisions based on thoroughly considered options.
- Guidance and advice would usually be available within the time required to make decisions.

SPECIALIST SKILLS AND KNOWLEDGE

- Excellent understanding and knowledge of relevant legislation, guidelines and policies that guide the administration of City Permits services.
- Ability to interpret construction plans, construction management plans and traffic management plans.
- Broad understanding of the goals and functions of the City Permits team and of the wider organisation.
- Demonstrated experience in negotiating outcomes that balance the competing interests of stakeholders, particularly those that impact the safety, accessibility of public land, and community amenity.
- Demonstrated experience in leading and motivating a team.
- A broad understanding of budgetary and accounting processes, as well as demonstrated ability to manage expenditure levels within budget parameters.



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- Strong computer skills including with a variety of word processing and data management packages, and ability to quickly adapt to unfamiliar software packages, including high-level skills in the use of MS Office programs financial, records and geographic mapping systems, etc. combined with the ability to support and encourage computer skills development across the unit.
- Administrative and interpersonal skills necessary to collaboratively review performance feedback, make recommendations, and implement resulting improvements.
- Interpersonal and administrative skills necessary to gather information, ensure follow-through, communicate with complainants and other relevant parties and to track actions required regarding services provided by the team.
- Knowledge of strategic and performance management tools, including tools for managing risk, occupational health & safety and business continuity, service planning and all facets of performance planning and management of staff.

MANAGEMENT SKILLS

- Demonstrated ability to provide strong leadership, to supervise, delegate and support staff.
- Experience in coaching and developing a high performing team.
- Ability to perceive the political implications of various decision paths.
- Highly developed skills in identifying and proactively addressing any issues that may impact on the performance of the team, or the day to day operation of the service.
- Demonstrated experience in planning, prioritising and organising work, both on an individual and team basis, in an environment of change and conflicting pressures.
- Demonstrated skills in collaborating with key internal stakeholders to initiate and recommend improvements to procedures and techniques.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work.
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions.
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes.
- Participate as appropriate in an early and safe return to work program after a workplace injury.
- Participate in the improvement of health and safety, including incident investigations and risk management processes.
- Maintain knowledge of OHS issues relevant to your work.

INTERPERSONAL SKILLS

- Proven leadership to support, engage and lead teams.
- communication skills, both in writing and verbally, to a broad audience, clearly, concisely, tactfully, courteously and professionally.



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- Demonstrated conflict resolution and problem-solving skills for complex customer requests.
- Commitment to the provision of high-quality service delivery.
- Ability to work effectively individually and in a team to contribute to team goals and objectives.
- Flexibility to adjust and adapt to changing work demands and routines, whilst meeting service commitments.

QUALIFICATIONS AND EXPERIENCE

- Academic: Completion of a relevant tertiary qualification in support of the position objectives.
- Experience: Substantial leadership experience in a service-related environment.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments. Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- sufficient proof of their right to work in Australia, and
- sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.

KEY SELECTION CRITERIA

- Ability to demonstrate Council's values of working together, creative and strategic thinking, personal growth and performance, courage and integrity, accountability.
- Demonstrated experience in a Local Government permitting environment, or related field is desirable.
- Demonstrated ability to supervise and support staff and a proven record of providing strong leadership to small and medium sized operational teams
- Demonstrated commitment to providing excellent customer service.
- Excellent communication skills, both in writing and verbally, to a broad audience, clearly, concisely, tactfully, courteously and professionally.



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- Demonstrated conflict resolution and problem-solving skills for complex customer requests.
- Strong computer skills.