



Position Description Planning Compliance Officer

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:	Planning Compliance Officer
AWARD CLASSIFICATION:	Band 6
DEPARTMENT:	Safety & Amenity
DIVISION:	Development, Transport & City Amenity
DATE APPROVED:	November 2020
APPROVED BY	Lisa Davis, Manager Safety & Amenity
ORGANISATIONAL RELATIONSHIPS:	
REPORTS TO:	Coordinator Planning Compliance
SUPERVISES:	N/A
INTERNAL LIAISONS:	Council Employees and Managers, Executive Team and Councillors
EXTERNAL LIAISONS:	Government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.



Position Description

Planning Compliance Officer

POSITION OBJECTIVES

- Exercise personal judgment to respond to service requests within agreed standards
- To proactively identify and promptly respond to, investigate and resolve alleged breaches of the Planning and Environment Act, the Port Phillip Planning Scheme, planning permits and related legislation
- To act as an Authorised Officer of Council and contribute to improving the amenity and safety for residents and visitors of the municipality by ensuring compliance with the Port Phillip Planning Scheme and related permits and other applicable legislation
- To investigate, collect and record evidence of alleged planning breaches, present that evidence in a court of competent jurisdiction, or at the Victorian Civil and Administrative Tribunal

KEY RESPONSIBILITY AND DUTIES

Investigation and Compliance Monitoring

- Undertake investigations, inspections and activities relating to the functions of the Planning Compliance Unit to ensure compliance with Planning Scheme requirements including related permits and applicable legislation
- Ensure that service requests are handled in a timely, accurate and customer service oriented manner, with investigations and actions being consistent with State Legislation and Council requirements
- Act as the informant and issue Infringement Notices for breaches of Planning requirements and/or relevant State Legislation, and where required prepare Briefs of Evidence for prosecution by Council's prosecutor and provide evidence in the Victorian Civil and Administrative tribunal (VCAT) or other courts of competent jurisdiction
- Ensure investigations and requests for service are properly documented and maintained up to date in Council's computer system and files

Customer Service

- Provide effective communication and information to affected parties regarding the unit's service standards and the requirements of the Planning Scheme and related permits and legislation
- Ensure the timely resolution of disputes to the satisfaction of all parties by the effective use of oral and written communication skills, liaison and mediation skills, whilst adhering to the relevant Council service standards and State Legislative requirements
- Manage and prioritise workload to ensure cases are progressed and resolved in a timely manner to agreed standards

Other Duties

- Act in accordance with Council Policies and Procedures
- Undertake a range of other duties that are within the limits of the employee's skill, competence, training and authority



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Planning Compliance Officer

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Experience and broad understanding of Local Government procedures and State Legislation, its processes, requirements and procedures, and possesses the ability to convey those requirements to internal and external clients
- Initiative to ensure that service standards are met, or exceeded, and discretion to act within established operating guidelines whilst exercising all powers as authorised by Council under all relevant legislation
- Responsible for contributing and achieving the vision, goals and targets of the Business Unit, whilst maintaining their personal time management schedules ensuring tasks are completed within agreed timelines and standards
- Brief and support Council's legal representatives in relation to investigations resulting in legal action
- Liaise with representatives of other government departments to achieve coordinated outcomes
- Undertake enforcement action under the Planning and Environment Act, Liquor Control Reform Act, and any other relevant act as required

JUDGMENT AND DECISION MAKING

- Ability to solve problems utilising Council and Legislative guidelines, professional and technical knowledge and/or experience
- The ability to initiate and facilitate meetings of parties in a timely manner to resolve issues/disputes
- Guidance and advice is usually available

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to accurately identify and respond to breaches of Planning Scheme requirements as well as Liquor legislation and related legislation
- Investigative skills and experience including evidence collection, with the ability to present the investigation in VCAT and the Magistrates' Court
- Effective oral and written communication skills, effective conflict resolution skills, including assertion skills
- Sound Planning technical knowledge and ability to interpret and apply planning enforcement legislation
- Good knowledge of the Planning and Environment Act, Liquor Control Reform Act, Local Government Act and other relevant legislation
- Strong computers skills and knowledge of relevant software packages



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MANAGEMENT SKILLS

- Ability to manage own time, plan & organise own work and set priorities to achieve deadlines to units' service standards in a busy environment
- The ability to manage relationships, initiate and facilitate meetings of parties to resolve disputes
- Undertake investigations, prepare reports and make recommendations whilst utilising a proactive and seamless approach to problem resolution, including coordinating with other Council inspection services when applicable
- Ability to coordinate with other stakeholders where applicable for collaborative and comprehensive outcomes

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

- Excellent communication, conflict resolution and liaison skills including the ability to understand and tactfully deal with all parties fairly while maintaining confidentiality and privacy
- Proven ability to communicate effectively with other Council Officers, Departments and external stakeholders
- Effective oral and written communication skills with proven ability to prepare reports for both internal and external presentation, including preparing Briefs of Evidence
- Effective team member who works collaboratively to positively contribute to the team



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QUALIFICATIONS AND EXPERIENCE

- An understanding of the industry
- Experience in investigation and enforcement, including giving evidence at various courts and tribunals of competent jurisdiction
- Demonstrated technical knowledge of enforcement procedures under the Planning and Environment Act, Liquor Control Reform Act, Victorian Civil and Administrative Tribunal Act and other relevant legislation
- Victorian Drivers Licence

KEY SELECTION CRITERIA

- Ability to demonstrate Council's values of working together, creative and strategic thinking, personal growth and performance, courage and integrity, accountability.
- Experience in Local Government and in a related industry field is preferred.
- Good understanding and knowledge of enforcement procedures, particularly in relation to the Planning and Environment Act and Victoria Civil and Administrative Tribunal Act (VCAT)
- Ability to calmly and rationally interpret requests for service and advise on the requirements of relevant State Legislation and Local Government as necessary to solve the underlying problem. Further provide a process to obtain compliance by utilising effective conflict resolution skills whilst adhering to processes and standards
- Proven experience in investigation and enforcement procedures with experience in presenting evidence at VCAT and the Magistrates' Court
- Highly developed interpersonal skills and proven written and oral communication skills.