



Position Description Coordinator Planning Compliance

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: Coordinator Planning Compliance

AWARD CLASSIFICATION: Band 8

DEPARTMENT: Safety & Amenity

DIVISION: Development, Transport & City Amenity

DATE APPROVED: August 2020

APPROVED BY Manager, Safety & Amenity

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Manager Safety & Amenity

SUPERVISES: Planning Compliance Officers (5 EFT);
Business Support Officer (1 EFT)

INTERNAL LIAISONS: Council Employees and Managers, Executive Team and Councillors

EXTERNAL LIAISONS: Members of the public including residents and business operators, trader groups, legal representatives, Police and other government compliance agencies.



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POSITION OBJECTIVES

- Provide leadership and direct delivery of a proactive and responsive Planning Compliance service to assist in the delivery of the Council's Plan and Strategic Initiatives by ensuring land use and development is lawful.

KEY RESPONSIBILITY AND DUTIES

- Consistently demonstrate, uphold and promote Council's values and behaviours in all daily activities; including the way in which decisions are made.
- Establish and monitor work priorities within the Planning Compliance unit to meet departmental and corporate objectives.
- Oversee the work of the Planning Compliance Officers and Business Support Officer ensuring Council's policies and procedures are understood, complied with and all required tasks are completed in a timely and appropriate manner to a high standard.
- Establish and deliver an effective regime of proactive and reactive inspections, investigations and enforcement action (as required) that promoting compliance with legislation.
- Ensure service requests (CRMs), infringement notices and legal proceedings are followed up in a timely, accurate and compliant manner for resolution, in accordance with relevant legislation and service requirements.
- Ensure that Council's statutory obligations under the applicable legislation are effectively and efficiently met.
- Lead innovation and the development of new approaches to work that enhance planning compliance services and the customer experience.
- Review and provide direction and input into relevant Council policies and strategic objectives in line with organisational objectives. Ensure the implementation of such policies and strategies, once adopted.
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- Ensure that the work unit's direct responsibilities under Planning laws and regulations are efficiently, consistently and competently administered, including legal action.
- Keep abreast of changes in the legislation administered by the Planning Compliance unit and ensure Planning Compliance Officers are knowledgeable, competent and skilled in interpretation and application of the legislation.



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- Closely monitor State and Federal government priorities and keep up to date with developments, legislation, regulations, industry trends, practices and research relevant to the departmental activities and related regulatory framework.
- Develop, monitor and manage the Planning Compliance budget in consultation with the Manager Safety and Amenity and in line with corporate policies and procedures.
- Lead and manage the Planning Compliance team, ensuring effective management of OHS and wellbeing, development of staff capabilities, encouragement of quality conversations and feedback on performance, continuous improvement and excellent service to the community.
- Ensure a Work Planning and Performance review and appraisal process is in place and regularly reviewed for each staff member, to ensure that all direct report employees understand performance expectations and plans for improvement.
- Prepare Council reports, briefings, Councillor updates or information sheets on topics or issues that the work unit is responsible for.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- This position has authority to exercise discretion in applying established practices and procedures in relation to a variety of situations. The incumbent also has the authority to act in accordance with documented delegations & authorities and relevant policies and laws to:-
 - resolve non-compliances, including initiation of enforcement action under relevant legislation;
 - collect and prepare evidence and attend hearings in courts and tribunals as required; and
 - liaise with representatives of other government departments with responsibilities for enforcement and compliance.
- Decisions and action taken by the incumbent may have a significant effect on the public and its perception of the wider organisation.

JUDGMENT AND DECISION MAKING

- In consultation with the Manager, brief and support Council's legal representatives in relation to legal matters.
- Responsible for problem solving, policy and strategy development pertinent to the work unit for consideration by the manager.
- High level problem solving, investigative and analytical skills, with the capacity to discuss specialist and technical issues with external networks to determine solutions and/or options best suited to Council in the pursuit of resolutions.



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- Provide specialist advice and options to management and Council on complex issues in field of expertise.

NOTE: - This position requires the incumbent to operate with little direct supervision within a broad policy and legal framework.

SPECIALIST SKILLS AND KNOWLEDGE

- Extensive knowledge and expertise of Planning Schemes and relevant legislation including the legal, financial and social impacts.
- Sound understanding of planning issues affecting a highly developed and growing inner metropolitan municipality.
- Analytical problem solving and investigative skills that enable resolution of complex matters.
- Strong technical knowledge and application of planning legislation and law combined with law enforcement procedures in a local government context.

MANAGEMENT SKILLS

- Provide guidance and advice to other staff on technical/procedural or administrative matters (including basic training if required).
- Ability to prepare complex internal/external correspondence and reports.
- Ability to develop, implement and monitor budgets, resources and operational plans for the areas of responsibility
- Undertake effective personnel practices in day to day supervision of staff, recruitment, selection, resource management and provide ongoing job training and guidance to staff.
- Utilise time management skills to plan and organise own work and that of direct reports to achieve objectives and organisational constraints within specified timeframes despite conflicting pressures.
- Influence others to uphold values and behaviours through leading by example.
- Knowledge of, and the ability to, implement human resource practices including Equal Employment Opportunity, Recruitment & Selection, Occupational Health & Safety, Training & Development, and Performance Management

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



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- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work
- Ensure all staff can perform work in a safe and appropriate manner at all times

INTERPERSONAL SKILLS

- Excellent communication skills both verbal and written, with the capacity to represent Council and influence positive exchanges or outcomes at professional forums, community or stakeholder engagements, or tribunals such as VCAT.
- Ability to build and maintain productive and effective relationships at all levels of the organisation, delivering a customer focused service and exchange.
- Excellent community engagement and liaison skills to represent the City of Port Phillip in a professional manner when dealing with the community.
- Excellent verbal skills with the ability to concisely articulate complex technical matters to non-expert audiences.
- Ability to liaise with counterparts in other organisations to discuss and resolve planning compliance matters.
- Influence others to uphold values and behaviours through leading by example.

QUALIFICATIONS AND EXPERIENCE

Academic:

- A relevant tertiary qualification and/or;

Experience:

- Experience in a leadership role within a planning, legal or any regulatory environment, preferably in Local Government sector.
- Strong technical knowledge and application of planning legislation and law combined with law enforcement procedures in a local government context.
- Experience in coordinating and managing a planning, legal or any other team in a relevant field.
- Demonstrated experience in investigation and enforcement.
- Current Victorian driver's licence.

KEY SELECTION CRITERIA

- A relevant tertiary qualification and/or at least five years' experience leading a planning or regulatory team, preferably in a Local Government environment
- Demonstrated excellent technical knowledge of planning legislation and law combined with strong experience in law enforcement actions and procedures in a local government context.



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- High level problem solving, investigative and analytical skills, and a track record in developing solutions to planning enforcement issues in a complex operating environment.
- Demonstrated experience in leading and motivating teams, fostering a positive workplace culture, and developing people.
- Demonstrated ability to deal effectively and diplomatically with conflict, complaints and enquiries from a range of stakeholders, ensuring Council is represented professionally at all times.
- Highly developed written and verbal communication skills.