



Position Details

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| Position title: | Senior City Permits Officer |
| Award Classification: | Band 6 |
| Department: | Safety & Amenity |
| Division: | City Growth & Development |
| Date Approved: | March 2025 |
| Approved By: | Manager Safety & Amenity |

Organisational Relationships:

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| Reports To: | City Permits Team Leaders |
| Supervises: | City Permits Officers and City Permits Support Officers |
| Internal Stakeholders: | Council Employees and Managers |
| External Stakeholders: | Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and contractors, permit applicants and business operators. |

Position Objectives

- Process and guide, within policy parameters the efficient, analytical and accurate assessment of City Permits applications under Council's relevant Local Law, processes, policies and guidelines.
- Develop and maintain relationships with internal and external stakeholders, including permit applicants and community enquiries.
- Support the City Permits Coordinator and Team Leaders for the overall management of the City Permits Team and its effective and efficient permitting services.
- Provide expertise in policy, legislation, and technical matters, and assist with processing complex permit requests.



Key Responsibilities and Duties

- Provide effective advice to internal and external customers, to facilitate permitting and consents consistent with Council's Local Law, policies and guidelines.
- Ensure the effective determination of a range of Local Law permits and Road Management Act consents.
- Support high quality of customer service and operational performance of the team, including managing resource, task allocation, new staff induction and training, to ensure effective service delivery.
- Provide a high level of support to the Team Leaders including effective management of customer enquiries and escalations.
- Continuously improve the administration of permits and consents, to ensure a customer focused service whilst managing risks and performance.
- Back-up leadership of City Permits staff, in the absence of a Team Leader.
- Contribute to a productive working environment and team performance, including efficiencies, staff moral and engagement.
- Support system improvements and changes for the City Permits services.
- Demonstrate Council's values of working together, creative, and strategic thinking, personal growth and performance, courage and integrity, accountability.
- 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 permits and consents, in accordance with Council's Local Law, processes, guidelines, and relevant legislation.
- Accountable for the delivery of City Permits projects and services, under the guidance of Team Leaders, 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.
- Accountable for the delivery of the 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 leading City Permits staff in the absence of Team Leaders.
- Other duties as may be reasonably required from time to time within the scope of the position.

Judgement and Decision Making

- Use critical thinking and problem-solving skills, to provide resolutions to problems and issues encountered, which may be of a complex nature.
- Use appropriate judgements in accordance with City of Port Phillip's policies and guidelines to determine the recommended outcomes and responses to customers applications.



- Guidance and advice from the Coordinator City Permits and Team Leader City Permits is usually available within the time required to make any decision.

Specialist Skills and Knowledge

- A good understanding of legislated and regulated environments such as building, compliance, Local Laws, etc.
- Experience and sound understanding of Local Government permitting processes, or similar.
- General knowledge of Local Law and relevant legislation and regulations, with the capacity to interpret and apply it.
- Ability to implement and improve systems and processes.
- Ability to interpret, assess and prepare plans using software applications.

Management Skills

- Ability to manage time, planning and organising own work with limited supervision, with agility to reprioritise according to demand.
- Provide support in the operational performance of the team and resource allocation for effective service delivery, including advice, guidance and training to the team, to ensure high quality administrative and service outcomes.
- Analytical and problem-solving skills.
- Ability to lead, motivate and support team members.

Interpersonal Skills

- Excellent written and verbal communications skills, with experience writing for a variety of audiences in a range of mediums, including the ability to draft external correspondence
- Positive and engaging customer service skills, with the ability to constructively discuss, present and negotiate on a range of complex issues.
- Provide advice and direction to internal and external stakeholders, resulting in engagement and understanding.

Qualifications and Experience

- **Academic:** Relevant tertiary studies (e.g. local government, Building, Local Laws), or equivalent relevant administrative experience.
- **Experience:** Substantial experience in administration and permitting experience in a local government or similar environment.



Child-Safe Standards

- Maintain a child safe culture at 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.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

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
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

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.



- Demonstrated experience providing excellent customer service.
- Excellent communication skills, both in writing and verbally, to a broad audience, clearly, concisely, tactfully, courteously and professionally.
- Demonstrated skills in decision-making, problem-solving and conflict resolution.
- Strong I.T skills, including Microsoft Office Word, Excel and Outlook
- Ability to lead and motivate others, including providing day to day guidance and support to team members, including ability to support the induction process.
- Demonstrated ability to work collaboratively as part of a team and positively contribute to improving the team and organisational culture.

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.