



**CITY OF ALBANY
POSITION DESCRIPTION
COORDINATOR DEVELOPMENT ASSESSMENT
AND CUSTOMER RELATIONS**

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

<p>TITLE: Coordinator Development Assessment and Customer Relations</p>	<pre> graph TD A[Executive Director Infrastructure, Development and Environment] --> B[Manager Development Services] B --> C[Coordinator Development Assessment and Customer Relations] </pre>
<p>LEVEL: Level 9, City of Albany Industrial Award 2023</p>	
<p>DIRECTORATE: Infrastructure, Development and Environment</p>	
<p>REPORTS TO: Manager Development Services RESPONSIBLE FOR: Senior Planning Officer – Development Assessment, Planning Officers, Senior Information Officers and Information Officers</p>	

3. POSITION OBJECTIVE

This role involves leadership and management of the Development Information Services and Development Assessment teams, ensuring delivery of professional and efficient service to the City and the community in relation to development assessment, enquiries and information management. The position plays a pivotal role in ensuring provision of a high quality customer experience, fostering strong relationships with internal and external stakeholders, and a focus on continuous improvement to achieve positive land use and development outcomes for the community, in alignment with the City's objectives and statutory requirements.

4. KEY RESPONSIBILITIES

Leadership and Management

- Lead and provide oversight of the general functions of the Development Assessment and Customer Relations portfolio, with a focus on enhancing the customer experience.
- Oversee the Development Information Services and Development Assessments teams in implementing administrative and assessment functions of development application and building permit processes, in accordance with regulations, best practice and within agreed average processing times.
- Provide expert advice and guidance to staff on complex planning matters, including preparing written advice, documentation and reports for Council, DAP and SAT hearings.
- Mentor and develop staff to meet individual and departmental objectives, including identifying training and professional development opportunities.
- Drive continuous improvement initiatives across the Development Assessment and Customer Relations portfolio, staying updated on emerging industry trends and integrating them into City practices and procedures.
- Provide point of contact of escalation for team members to direct difficult enquiries and/or customers.
- Assist the Manager Development Services with investigating and resolving complex customer complaints.
- Foster a positive work culture that encourages collaboration, innovation, and professional development.

Financial

- Prepare consultant fee estimates, project briefs to engage relevant suitably qualified professionals for the provision of expert advice, undertake peer reviews, or represent the City on relevant matters in the consideration of matters being considered by the State Administrative Tribunal (SAT) or in court.
- Monitor and maintain applicable fee schedules, and provide input on budget updates to the Manager Development Services.

General

- Maintain knowledge and understanding of current planning requirements, principles and best practice, and oversee the efficient implementation of regulatory changes.
- Assess development applications and provide advice to residents, designers, government departments and internal customers, on local government planning and building processes, with a strong emphasis on customer service and education.
- Coordinate the provision of administrative support from the Development Information Services team, assisting other Development Services teams in their delivery of various projects and processes.
- Prepare witness statements and represent the City in court, or at SAT, as required.
- Contribute to organisation, directorate and leadership group meetings, projects and initiatives.
- In conjunction with the Coordinator Planning Services, arrange and contribute to combined monthly Planning team meetings.
- Monitor and coordinate implementation of continuous improvements across the Development Information Services and Development Assessment teams, with a focus on customer experience and efficient service delivery, including managing and updating assessment workflows and templates, and improving efficiencies and communication on the processing of information and applications.
- Regularly update the Executive Director of Infrastructure, Development, and Environment and the Manager Development Services, on relevant statistics, workflow issues, and performance trends concerning the team, with a focus on identifying opportunities to utilise new tools and programs to capture and present this information.
- Ensure that procedures, processes and decisions are compliant with relevant legislative and regulatory requirements and ethical standards.

Interpersonal Skills/Customer Service

- Foster and maintain strong working relationships with internal and external customers and stakeholders, encouraging a collaborative culture across the team and with internal and external customers, and ensuring timely delivery of technical advice and updates on relevant matters.
- Establish and maintain strong relationships with internal stakeholders, including other departments and senior management.
- Collaborate with senior management and key stakeholders to align Development Information Services and Development Assessment initiatives and implementation of functions in accordance with the City's vision, mission, and strategic objectives.
- Engage proactively with external stakeholders, including developers, community groups, government agencies, and regulatory bodies.
- Represent the City of Albany in planning-related forums, meetings, and consultations.
- Provide professional planning advice to residents, designers, government departments and internal customers, with a strong emphasis on customer service and education.
- Ensure accurate and timely updates to customer information available on the website and in other formats, with a focus on continued improvement of the customer experience.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that are within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WH&S Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.
- Provide appropriate instruction, information, training and supervision to staff and others to enable work to be carried out safely.
- Facilitate and encourage feedback from the team regarding WH&S issues.

REQUIREMENTS OF THE JOB

Skills

- Excellent written and verbal communication skills.
- Excellent report writing skills.
- Well-developed computer literacy and keyboard skills.
- The ability to train other staff and users.
- Proven ability to work in a team environment.
- Excellent time management skills.
- Highly developed negotiation and public relations skills.
- Ability to work in a multi-skilled team environment and reconcile conflicting requirements from building, engineering and environmental health areas.
- Strong customer service focus and commitment.
- Ability to participate in, embrace, promote and implement quality improvement and best practice activities.
- Proven ability to liaise with the internal teams on planning related matters affecting the municipality.
- Demonstrated ability to instigate and implement updates to workflows, procedures, processes, systems in alignment with the organisation's strategic direction and business objectives.

Knowledge

- Knowledge and understanding of contemporary practices in customer experience and business administration.
- Detailed knowledge, understanding and experience in the assessment and determining of development applications in accordance with applicable legislation, policies, principles and practices.

- A comprehensive understanding of the relationship between local and state planning frameworks and other applicable State agency responsibilities and processes.
- Detailed knowledge and understanding of local government functions, Council procedures, policies and activities.
- Knowledge and understanding of community engagement principles and practice, with experience in understanding consultation, and sound facilitation and public presentation skills.
- Knowledge and experience in both statutory and strategic aspects of urban and regional planning.

Experience and Qualifications

- Possession of a tertiary qualification, diploma (minimum) or bachelor degree in urban and regional planning.
- Minimum 7 years relevant experience within the urban and regional planning industry.
- Demonstrated knowledge and experience in implementing urban and regional planning policies and procedures.
- Demonstrated knowledge and experience in examining, processing and reporting on subdivision and development applications.
- Demonstrated experience in customer experience and stakeholder engagement, with excellent interpersonal skills to effectively communicate with various audiences on technical matters, in person and in writing.
- Experience dealing with difficult customers and working collaboratively on suitable solutions.
- Demonstrated experience leading a team, providing guidance, support and managing team performance.
- Qualification in leadership, such as Certificate IV in Business Management (Leadership and Management Program) or equivalent.
- 'C' Class Driver's Licence.
- National Police Clearance.
- Fire Protection Association Level 1 Bushfire Assessors Course (desirable).

5. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: [OBJ] _____
(Please print)

DATE: [OBJ] _____

WITNESS NAME: _____ SIGNATURE: [OBJ] _____
(Manager or above) [OBJ] Please print)

DATE: [OBJ] _____