

CITY OF ALBANY POSITION DESCRIPTION PLANNING OFFICER

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. We will commit to a culture of continuous improvement.
- **Accountable:** for our actions - This means we will be transparent in our decision making. 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.
- **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 committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Planning Officer	Manager Development Services
LEVEL: Level 5-7 City of Albany Industrial Agreement 2023	↓
DIRECTORATE: Infrastructure, Development and Environment	Coordinator Development Assessment and Customer Relations
REPORTS TO: Senior Planning Officer	↓
RESPONSIBLE FOR: Nil	Senior Planning Officer
	↓
	Planning Officer

3. POSITION OBJECTIVE

The Planning Officer role is responsible for the timely and efficient processing of development and subdivision applications and providing professional advice to the City and community on various planning matters, with a focus on delivering high-quality customer experience and outcomes and that align with the City's strategic objectives and statutory requirements.

4. KEY RESPONSIBILITIES

General

Development and Subdivision Applications

Assess development and subdivision applications, in accordance with the local planning framework, including preparing reports to Council and provide professional planning advice to residents, development and construction industry representatives, government departments and internal customers, on local government planning processes, with a strong emphasis on customer service and education as per the following:

Level 5

- Assess applications of primarily basic complexity, under general direction of senior staff, setting and managing own time and priorities effectively to process assigned tasks and workflows.
- Occasionally assess applications of intermediate complexity, depending on demonstrated competency and acquired skills and experience, with additional mentoring and oversight from senior staff as required.
- Respond to enquiries and provide specialist planning advice on matters of basic to intermediate complexity, under general direction from senior staff, with additional mentoring and oversight from senior staff as required on more complex matters.

Level 6

- Assess applications of basic and primarily intermediate complexity, under limited direction of senior staff, setting and managing own time and priorities effectively to process assigned tasks and workflows.
- Occasionally, assist senior staff in assessing applications with greater complexity, under general direction and oversight from them.
- Respond to enquiries and provide specialist planning advice on matters of basic to intermediate complexity, under limited direction from senior staff, with additional mentoring and oversight from senior staff as required on more complex matters.

Level 7

- Assess applications of basic through to greater complexity, requiring limited supervision/direction from senior staff.
- Consistently respond to enquiries and provide specialist planning advice, under limited direction from senior staff.

Other Duties

- Maintain knowledge and understanding of current state and local planning frameworks and ensure any changes affecting Development Assessment team operations are implemented accordingly, as directed.
- Ensure that the City's records management, development application processing and external application management systems are maintained and updated correctly.
- Conduct site inspections for subdivision, development and other proposals, to inform consideration of proposals under state and local planning frameworks and impacts on the orderly and proper planning of the municipality.
- Assist team members and undertake management of proactive and reactive planning compliance matters, as and when required.
- Provide input on responses from various internal and external departments to aid in the formulation of policy on planning matters and the assessment of development applications.
- Assist team members by providing input in the preparation and assessment of local planning scheme amendments, local structure plans and local development plans, in accordance with relevant legislation, to ensure delivery of a robust local planning framework.

- Undertake other duties as required and directed by senior staff.

Level 6 (in addition to the above)

- Provide input and assist the preparation of strategic and statutory planning instruments and internal procedures to guide development decisions based on orderly and proper planning outcomes that maintain a robust local planning framework and drive efficient assessment processes and procedures.
- Working with the Senior Planning Officer – Development Assessments, provide input, develop new and review internal planning procedures and workflows, in alignment with state requirements and the local planning framework, with a view to streamlining the processing and determination of development applications, and striving for excellence in internal and external customer service.

Level 7 (in addition to the above)

- Working with senior staff, assist in determining delegated development applications and processing of complex applications, such as those determined via the Development Assessment Panel (DAP) or Significant Development Assessment Unit pathways.
- Assist with overseeing and managing applications for appeal through the State Administrative Tribunal (SAT) and represent the City of Albany at SAT or at court, as directed.
- Work with senior staff, identifying and undertaking project research on relevant planning matters and related fields affecting the municipality, as directed.
- Work with senior staff in the preparation of submissions on government and private sector policy proposals on behalf of Council, as directed.

Interpersonal Skills/Customer Service

- Provide professional planning advice to residents, designers, government departments and internal customers, with a strong emphasis on customer service and education.
- Foster, advocate and implement the City of Albany's customer service focus and practices within the team, 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.
- 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.
- Represent the City of Albany in planning-related forums, meetings, and consultations.
- Effectively communicate with internal and external customers on changes to state and local planning frameworks affecting Development Assessment team operations.

Level 7 (in addition to the above)

- Assist senior staff preparing presentations on strategic and statutory matters for delivery at Committee, Council, Regional DAP, Design Review Panels or other relevant forums, as directed.
- Assist senior staff in ensuring any new legislation or processing changes affecting Development Assessment team operations are communicated to internal and external customers, as directed.

Leadership

Level 6

- Assist senior staff providing advice and guidance to Level 5 Planning Officers, planning assistants and cadets, as directed.

Level 7 (in addition to the above)

- Assist senior staff mentoring and providing guidance and support to Level 5 and 6 Planning Officers and planning assistants and cadets on a full range of urban and regional planning matters, as directed.
- Promote best practice and strive for continuous improvement within the team.

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 our 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.

5. REQUIREMENTS OF THE JOB

Skills

Level 5

- Strong customer service focus and commitment.
- Proven interpersonal skills and ability to effectively liaise with internal and external customers.
- Well-developed written and verbal communication skills.
- Well-developed report writing skills.
- Well-developed computer literacy and keyboard skills.
- Proven ability to work in a team environment.
- Excellent time management skills.
- Demonstrated negotiation, conflict resolution and public relations skills.
- Ability to participate in, embrace, promote and implement quality improvement and best practice activities.
- Demonstrated ability to adapt and effectively implement changes to organisational systems or local planning framework policy and procedures.

Level 6 (in addition to the above)

- Demonstrated understanding and well-developed skills in adapting approach and method of communication appropriate to an audience.
- Ability to understand key concepts, implement updates to the local planning framework in accordance with the organisation's strategic direction.
- Ability to work in a multi-skilled team environment and reconcile conflicting requirements from building, engineering and environmental health areas.

Level 7 (in addition to the above)

- Demonstrate well-developed negotiation, public relations and conflict resolution skills.
- Demonstrated ability to mentor other staff and users.

Knowledge

Level 5

- Basic knowledge and understanding of:
 - The R-Codes and state and local planning legislation;
 - Planning requirements in bushfire prone areas; and
 - Legislation, procedures, policies and activities related to local government operations.

Level 6

- Well-developed understanding and experience within the industry in relation to:
 - State and local planning frameworks, strategy, legislation, policies and practices,
 - Principles and practice for the implementation of urban and regional planning functions at a local government level;
 - Understanding state and federal strategy, legislation, policies and practices affecting urban and regional planning matters;
 - The application of relevant planning instruments when considering proposals in bushfire prone areas; and
 - Legislation, procedures, policies and activities related to local government operations;

Level 7

- Comprehensive understanding and experience within the industry in relation to:
 - State and local planning framework legislation, policies and practices, and the implementation of urban and regional planning functions at a local government level;
 - Principles and practice for the implementation of urban and regional planning functions at a local government level;
 - Understanding state and federal strategy, legislation, policies and practices affecting urban and regional planning matters;
 - The principles and practice in the application of planning instruments for consideration of proposals in bushfire prone areas; and
 - Legislation, procedures, policies and activities related to local government operations.

Qualifications and Experience

Level 5

- Possession of a tertiary qualification in urban and regional planning or equivalent, or alternatively minimum 5 years' experience in the urban and regional planning industry
- Basic knowledge of the R-Codes and understanding of the state and local planning frameworks
- 'C' class drivers' licence.
- National Police Clearance

Level 6 (in addition to the above)

- Possession of a diploma (minimum) or degree qualification (desirable) in urban and regional planning or equivalent.
- Demonstrated knowledge and experience:
 - Within the urban and regional planning industry;
 - In examining, processing and reporting on subdivision and development applications, urban and regional planning scheme amendments and structure plans; and
 - In developing urban and regional planning policies and procedures.
- Fire Protection Association Level 1 Bushfire Assessors course (recommended).

Level 7 (in addition to the above)

- Considerable demonstrated knowledge and experience:
 - Within the urban and regional planning industry.
 - In examining, processing and reporting on subdivision and development applications, urban and regional planning scheme amendments and structure plans; and
 - In developing urban and regional planning policies and procedures.
- FPA Level 1 Bushfire Assessors course (highly recommended).

6. 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:

(Please print)

SIGNATURE:

DATE:

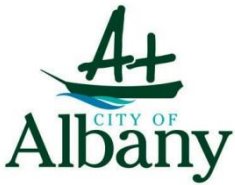
WITNESS NAME:

(Manager or above)

(Please print)

SIGNATURE:

DATE:



CITY OF ALBANY POSITION DESCRIPTION SENIOR PLANNING OFFICER

7. 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.

8. POSITION IDENTIFICATION

TITLE: Senior Planning Officer	<pre> graph TD A[Manager Development Services] --> B[Coordinator Development Assessment and Customer Relations] B --> C[Senior Planning Officer] </pre>
LEVEL: Level 8, City of Albany Industrial Agreement 2023	
DIRECTORATE: Infrastructure, Development and Environment	
REPORTS TO: Coordinator Development Assessment and Customer Relations	
RESPONSIBLE FOR: Planning Officers	

9. POSITION OBJECTIVE

This senior role is responsible for overseeing the timely and efficient processing of development and subdivision applications and the delivery of professional advice to the City and community on various planning matters, with a focus on delivering high-quality customer experience and outcomes, that align with the City's strategic objectives and statutory requirements.

10. KEY RESPONSIBILITIES

Leadership and Management

- Support the Coordinator Development Assessment and Customer Relations overseeing the day-to-day functions of the Development Assessments Team to ensure the timely and efficient processing of development and subdivisions applications and responding to customer enquiries, in accordance with applicable legislation, best practice and within agreed average processing times.
- Provide ongoing mentoring and guidance to Planning Officers and support the Coordinator Development Assessment and Customer Relations fostering a positive work culture that encourages collaboration, innovation, and professional development.
- Assist the Coordinator Development Assessment and Customer Relations identifying and implementing continuous improvement initiatives for the team.
- Assist the Coordinator Development Assessment and Customer Relations providing advice, and sharing information and updates to staff, internal and external customers on urban and regional planning principles, policies, and legislation.
- Assist the Coordinator Development Assessment and Customer Relations in oversight of monitoring team workloads to inform reporting to the Executive Director Infrastructure, Development and Environment, Manager Development Services on statistics, workflow issues and performance trends in relation Development Assessment team functions.
- Provide expert advice and guidance to staff on complex planning matters, including preparing written advice, documentation and reports for Council, Regional Development Assessment Panel (DAP) and SAT hearings.
- Provide point of contact of escalation for team members to direct difficult enquiries and/or customers.
- Assist the Coordinator Development Assessment and Customer Relations and Manager of Development Services with investigating and resolving complex customer complaints.

General

- Maintain knowledge and understanding of current state and local planning frameworks and assist the Coordinator Development Assessment and Customer Relations implementing changes to state and local planning framework affecting Development Assessment Team operations.
- Assess development and subdivision applications of varying level of complexity, in accordance with the local planning framework and best practice urban planning and design principles and practice, including preparing reports to Council and provide professional planning advice to residents, development and construction industry representatives, government departments and internal customers, on local government planning processes, with a strong emphasis on customer service and education.
- Maintain knowledge of principles and practices as may be applicable to the role, including attendance at conferences, webinars, seminars, information sessions and workshops as required.
- Prepare witness statements and represent the City in court, or at SAT, as required.
- Ensure that the City's records management, development application processing and external application management systems are maintained and updated correctly.
- Undertake other duties as required and directed by senior staff.
- Strive for achievement of the City's vision in line with the mission and values of the strategic plan.
- Conduct site inspections for subdivision, development, and other proposals, to inform consideration of proposals under state and local planning framework and impacts on the orderly and proper planning of the municipality.
- Assist team members and undertake management of proactive, and reactive planning compliance matters, as and when required.

- Provide input on responses from various internal and external departments to aid in the formulation of policy on planning matters and the assessment of development applications.
- Assist team members by providing input in the preparation and assessment of local planning scheme amendments, local structure plans and local development plans, in accordance with relevant legislation, to ensure delivery of a robust local planning framework.
- Other duties as reasonably requested.

Interpersonal Skills /Customer Service

- Provide professional planning advice to residents, designers, government departments and internal customers, with a strong emphasis on customer service and education.
- Foster, advocate and implement the City of Albany's customer service focus and practices within the team, 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.
- 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.
- Represent the City of Albany in planning-related forums, meetings, and consultations.
- Prepare presentations on strategic and statutory matters for delivery at Committee, Council, Regional DAP, Design Review Panels or other relevant forums, as directed.
- Assist senior staff ensuring changes to state and local planning frameworks affecting Development Assessment team operations are communicating effectively with internal and external customers.

Financial

- Assist the Coordinator Development Assessment and Customer Relations monitoring and maintaining applicable fee schedules.

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 WHS 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 WHS issues.

11. REQUIREMENTS OF THE JOB

Skills

- Strong customer service focus and commitment.
- Proven interpersonal skills and ability to effectively liaise with internal and external customers.
- Excellent written and verbal communication skills.
- Well-developed report writing skills.
- Well-developed computer literacy and keyboard skills.
- Proven ability to work in a team environment.
- Excellent time management skills.
- Well-developed negotiation, conflict resolution and public relations skills.
- The ability to mentor and train other staff and users.
- Demonstrated ability to embrace and adapt to organisational change and effectively promote and implement new systems and updates to state and local planning framework.
- Proven ability to liaise with the internal teams on planning related matters affecting the municipality.
- Demonstrated ability to instigate and effectively implement updates to workflows, procedures, processes and systems including process improvement and best practice initiatives 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 statutory aspects of urban and regional planning, and well-developed understanding of precinct, policy and strategic principles and practice and how these inform statutory planning outcomes.

Experience and Qualifications

- Possession of a tertiary qualification (diploma minimum) or bachelor's degree in Urban and Regional Planning or equivalent and a minimum of 3 years relevant experience in the 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 supervising and leading a team, overseeing day to day functions, monitoring workflows, mentoring and providing guidance and support to other staff, with additional qualifications in leadership and management highly recommended/desirable.
- 'C' Class Driver's Licence.
- National Police Clearance.
- Fire Protection Association Level 1 Bushfire Assessors Course (desirable).

12. 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:

(Please print)

SIGNATURE:

DATE:

WITNESS NAME:

(Manager or above)

(Please print)

SIGNATURE:

DATE:
