Position Description
Manager Planning and Amenity
Position overview

You will lead a high-performing team passionate about delivering exceptional customer focused and sustainable regulatory compliance and planning services. You will ensure that legislative obligations are met and that systems, processes and culture continue to develop to create a safe and well planned municipality. You will explore and implement initiatives that reduce red tape, reduce complexity and provide excellent customer service. You will be flexible and able to embrace change, and open to working collaboratively across regional councils as required. With your positive and enthusiastic personality, you will bring out the best in your team.

Classification and relationships

Classification: Senior Executive Officer (according to the Local Government Act)
Alpine Shire Council Enterprise Agreement 2016
Reports to: Director Corporate
Supervises: Coordinators and team members across Planning, Compliance, Local Laws, Environmental Health and Building

Key duties and responsibilities

Accountability and extent of authority

This position is responsible for the efficient and effective leadership, management and operation of the following business functions:

- Strategic and Statutory Planning
- Regulatory Compliance and Local Laws
- Building Services
- Environmental Health
- And other relevant projects and functions as allocated

Management responsibilities

- Drive Customer Service excellence.
- Develop and deliver departmental plans to support the Community Vision, the Council Plan and other relevant strategic documents.
- Provide strategic leadership and planning for the development and delivery of quality services within the municipality.
- Support a cross functional approach to issues within the organisation.
- Implement measures to ensure compliance with Occupational Health and Safety, Risk Management and Human Resource Management policies including associated legislative requirements.
- Minimise Council’s risk exposure.
- Effectively lead the department to ensure adherence to corporate values, process and policies.
• Undertake the regular performance appraisal of team members to ensure performance and development needs are met.
• Provide support and guidance to supervisors managing staff.
• Provide leadership and foster an environment that encourages innovation, initiative and pro-active participation.
• Develop and provide reporting against key performance indicators.

Planning
• Review and maintain the Alpine Planning Scheme.
• Identify strategic gaps in the Alpine Planning Scheme and develop and implement new policy as required.
• Engage with the community and key stakeholders on planning scheme development and amendments.
• Ensure Council’s responsibilities under the Planning and Environment Act are met.
• Collaborate with the development industry to develop a positive experience.
• Continuously strive to improve Council’s statutory planning service - response and management of applications.

Regulatory Compliance and Local Laws
• Engender public confidence in our regulatory services by auditing adherence to permit conditions, educating the public on expectations and taking appropriate action to rectify identified breaches across Planning, Environmental Health, Building and Local Laws.
• Provide advice to the community on enforcement processes.
• Monitor and report on compliance with requirements in a targeted and efficient manner.
• Ensure the provision of an efficient, customer focussed Local Laws and Animal Management service.
• Ensure provision of up to date policy, procedures and Local Law

Building Services
• Ensure the provision of an efficient, customer focussed and competitive building service.
• Provide a proactive, risk-based approach to public safety in the Shire for building related matters.
• Ensure compliance with all relevant building legislation.

Environmental Health
• Ensure the provision of an efficient, customer focussed Environmental Health service.
• Provide a proactive, risk-based approach to public safety in the Shire through ensuring compliance with all relevant Environmental Health legislation.

Other duties
• Undertake other duties as directed by the Director.
In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council’s Code of Conduct and Corporate Policies.

**Judgement and decision making**

- Solve complex problems in demanding operating environment and initiating policy development.
- Make decisions on all matters which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards.
- Make decisions at a strategic level in line with corporate goals and objectives.
- Solve problems that involve identification and evaluation of unclear options and develop policy options for consideration.
- Allocate resources with sound judgment to achieve corporate objectives and responsibilities.
- Identify key opportunities and develop and implement strategies to achieve objectives and goals.
- Provide timely advice and recommendations to Directors and Council and implement Council decisions.
- Resolve issues and solve problems at a strategic and organisational level.
- Set and achieve budgets.
- Make decisions transparently and professionally.
- Think strategically in a diverse range of difficult situations, effectively judging the broad economic, political and social consequences of decisions.

**Management skills**

- Ability to promote a professional work ethic.
- Ability to promote and achieve high quality outcomes.
- Demonstrated ability to prepare and adhere to budgets and business plans.
- Ability to effectively manage resources, assets, projects and staff to maximise service delivery.
- Ability to develop and show commitment to teamwork and delegate to appropriate levels.
- Ability to manage information flow upwards and downwards from an organisational perspective.
- Highly developed time management skills, capacity to plan, organise and meet changing priorities and objectives.

**Interpersonal skills**

- Ability to lead, motivate and develop staff to ensure attainment of organisational and individual targets.
- Ability to collaborate and establish effective working relationships and consultative frameworks within council, community, other levels of government and regional organisations.
- Ability to develop and show commitment to teamwork and delegate to appropriate levels.
- Excellent negotiation and conflict resolution skills.
• Exceptional communication skills to ensure quality communications with a range of audiences including internal staff and Councillors, as well as key external stakeholders within the community, government and private sectors.
• Ability to project a positive image in communicating with both internal and external customers at all times.

Expertise

Qualifications
• Current Victorian driver’s license
• A relevant tertiary qualification in either Town Planning, Environmental Health, Building Services or a related discipline.
• Further qualifications in business management, or a related discipline, is advantageous.

Specialist knowledge and skills
• Ability to develop plans policies and performance criteria.
• Contemporary knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.
• Excellent written and verbal communication skills.
• Sound knowledge of risk management principles and practices.
• High level human resource management skills, with a proven record in building, leading and inspiring teams.
• Proven problem-solving abilities, strategic thinking and sound judgement.

Experience
• Experience in managing staff, ideally in a similar role, including leadership experience in regulatory compliance or planning functions
• Preferably at least 5 years’ experience in a similar role.

Health, safety and risk duties and responsibilities

Nothing is more important than the health and safety of yourself and those around you. You must:
• Perform all tasks in a manner that does not place at risk the health and safety of any person.
• Seek assistance when unsure of how to perform a task.
• Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
• Regularly inspect your work environment for hazards.
• Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
• Support the return to work plan for any injured worker when returning to work.

**Physical requirements**

Daily work will be performed in an indoor environment, as such:

• You will be exposed to those conditions normally encountered in an indoor environment.
• Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
• You must be able to see and hear in the normal range, with or without correction, communicate well both verbally and in written form and must be able to be understood.
• The work environment may include uneven surfaces and up and down stairs.