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# Position Description

Statutory Planning Assistant

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## Position overview

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You will be integral part of the planning team at Alpine Shire Council working closely with planning colleagues to provide a community focused planning service. You will work as part of a team striving to deliver an efficient, responsive and responsible planning service based in the stewardship of what makes Alpine Shire special.

You will administer the planning application and delivery software to provide a smooth and efficient customer experience for community and officers alike.

At all times you will role model Alpine Shire values by undertaking your key responsibilities in a professional, efficient and timely manner whilst contributing to Council's aim of being a high performing organisation.

## Classification and relationships

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<b>Classification:</b>	Band 5 Alpine Shire Council Enterprise Agreement
<b>Reports to:</b>	Statutory Planning Coordinator
<b>Supervises:</b>	Nil

## Key duties and responsibilities

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### Accountability and extent of authority

This position is accountable for:

- Providing front line customer service in responding to telephone, counter and electronic queries relating to land use, development, subdivision and planning assessment updates.
- Providing timely, accurate and thorough advice in relation to planning permit applications and related matters based on legislation, policy and procedures.
- Respond to requests from other business units in relation to planning and general information and advice.
- Research and collate planning information and data to support planning services.
- Providing effective and efficient assistance in processing planning and subdivision applications and other planning matters in accordance with legislative requirements and within statutory time frames.
- Maintaining confidentiality of sensitive information and ensuring correspondence is completed within efficient timeframes.

## **Planning**

- Administer and provide advice in relation to the Alpine Planning Scheme, and associated legislation.
- Support colleagues in the assessment of planning applications, delivery of planning advice and associated administrative responses across the team.
- Provide verbal and written responses to general planning enquiries.
- Engender public confidence in the approvals process through discussion, simple explanations and prompt and efficient services.
- Provide assistance and advice to staff across the organisation on planning issues.
- Assist in maintaining and updating relevant statistical data on the services and operations of the planning team.
- Deliver against strategic objectives, planning key performance indicators and meet Council Plan Vision and Values.
- Maintain and administer planning software program.

## **Continuous Improvement and transformation**

- Work with the Statutory Planning Team to implement new technology and equipment to improve the efficiency and productivity of the planning and subdivision service.
- Support the statutory planning coordinator and team colleagues to implement new ways of working and process improvements.
- Consistently maintain accurate reporting data for planning and Council systems.

## **Other Duties**

- Using sound judgement to allocate workflow in a timely manner, or to escalate to Senior Statutory Planning Officer or Statutory Planning Coordinator complex and/or controversial issues.
- Work effectively with the Planning team staff to coordinate high quality and timely responses from the Planning team.
- Ensure compliance with Council policies and procedures.
- Continually review and improve work methods associated with this role.
- From time to time the employee may be required to undertake duties in addition to those above, but which fall within the employee's capabilities, experience, skills, competence or training.
- 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.
- Maintain records in accordance with Council Records Management Policy.

### **Judgement and decision making**

- Ability to solve planning issues by the effective application of established techniques and procedures (excluding decisions requiring Council resolution, decisions outside of those permitted by delegation or policy, or expenditure over and beyond budget allocations).
- Exercise considerable discretion and tact in dealing with matters affecting Councillors, employees of the organisation and members of the community.
- Ability to organise and prioritise daily and weekly tasks.
- Ability to solve problems using innovative and effective techniques.
- Ability to set priorities to achieve the goals and objectives of the department.
- Ability to exercise judgement relating to key responsibility areas.
- Ability to determine appropriate action in relation to customer service requests including selecting from a range of alternative courses of actions, or referring to appropriate Council Officer or community agency.
- Recognise sensitive and/or potential serious customer service issues and deal with these in an appropriate manner.

### **Management skills**

- Good time management skills, capacity to plan, organise and meet changing priorities and objectives.
- Ability to review, analyse and appraise the Planning Scheme, and undertake appropriate actions.
- Knowledge of and ability to implement Equal Employment Opportunity, Health, Safety and Risk policies and procedures relating to areas of supervision.
- Ability to efficiently implement daily, weekly and longer term workloads.
- Ability to work individually and as a part of a team.
- Ability to review and analyse Council services and make recommendations.
- Ability to engender public confidence with a strong customer focus.
- Ability to deliver outcomes within budget.
- Proficient record keeping skills.

### **Interpersonal skills**

- Ability to facilitate meetings and to discuss and resolve conflicts and problems.
- Ability to build relationships to achieve good outcomes for Council employees, customers, ratepayers and contractors.
- Ability to maintain confidentiality of information and advice.
- Display and promote a positive image of Council through appearance, attitude and performance of tasks.
- Sound written and verbal communication skills.
- A strong customer service focus.

# Expertise

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## Experience

- Demonstrated experience in working in the planning area and or local government (desirable).

## Specialist skills and knowledge

- Well-developed analytical, investigative, interpretative and problem-solving skills.
- Experience in the use of computer-based systems and records management system.
- Good written and verbal communication skills and highly developed interpersonal skills
- Demonstrated commitment to the provision of excellent customer service both internally and externally.

## Qualifications

- A qualification in town planning, local government administration, environmental management or similar; or a willingness to work towards such a qualification; or demonstrated experience in the field.
- Current Driving Licence.

# Health, safety and risk duties and responsibilities

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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

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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, and 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.
- You will be required to carry out inspections of premises and will therefore be exposed to those conditions normally encountered in an outdoor Environment.