

POSITION DESCRIPTION

Student Planner

(POS1134), (POS1574), (POS2351), (POS2402)

Directorate:	Planning & Compliance	Department:	Development Assessment
Position Grade:	T1-T10	Reports to:	Team Leader Development Assessment
Last review:	May 2022	Next review:	May 2024
		Version No.:	4.0

Position purpose:

To assess and report on Development Applications and Modification Applications and liaise with the public and developers. Reply to both written and verbal enquiries on planning matters.

Key accountabilities/responsibilities:

Responsible for:

- 1) The assessment, appraisal, processing, and reporting of a variety of Development Applications and Modification Applications.
- 2) Providing accurate written and verbal advice regarding land use, zoning, planning legislation, Council policy and procedures.
- 3) Critical analysis of development proposals, and assisting with Pre-DA meetings.
- 4) Reporting to the Council's Delegated Officer in response to submitted Development Applications, Modification Applications and other related planning issues.
- 5) Sound time management and organisational skills, with demonstrated experience in managing competing priorities.
- 6) Meeting the needs of customers (internal and external), to project and promote the image of Council as an efficient, competent, and courteous organisation.
- 7) Ensuring internal and external stakeholders' expectations are met through prompt, courteous and accurate handling of enquiries.
- 8) Facilitating the resolution of customer enquiries/complaints in a tactful, courteous, and effective manner.
- 9) Ensuring that all enquiries are answered in a timely manner, as per Council's policies.
- 10) Providing efficient pro-active informative and responsive service to other departments, other organisations, and the community, consistent with legislation, regulations, Council's policies, objectives, vision, and core values.
- 11) Providing timely appropriate and accurate advice to the Manager Development Assessment, Coordinator Development Assessment, Team Leaders Development Assessment, and staff.
- 12) Recognising the importance of, and contribute to teamwork through cooperation, communication, sharing of relevant information, and provision of responsive accurate advice across the Development Assessment department and Council.
- 13) Being a point of contact and provide issue resolution.
- 14) Receiving customer feedback on the Development Assessment process and the delivery of Council's development services.
- 15) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks, and issues to Coordinator Development Assessment in a timely manner.
- 16) Ability to work flexible hours to achieve and complete required tasks.
- 17) Other duties as directed by the Manager Development Assessment, Coordinator Development Assessment, and Team Leaders Development Assessment, that are within the scope of your skills, competence, and training.

Decisions made in the position:

- 1) Processing of applications in conjunction with the Team Leaders Development Assessment, Coordinator Development Assessment or Manager Development Assessment.

Decisions referred:

- 1) Recommendations in the reporting of Development Applications and Modification Applications.
- 2) Determination of all applications.

Key issues/challenges:

- 1) Timely and accurate assessment of Development Applications and Modification Applications.
- 2) Awareness and understanding of changes to legislation and policy.
- 3) Providing high level of customer service and presenting a positive image of Council.
- 4) Achievement of daily duties and responsibilities.
- 5) Prioritising work / competing priorities.

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Key working relationships:

Internal

- | | |
|---|------------------------------|
| • Manager Development Assessment. | • Staff within Team. |
| • Coordinator Development Assessment. | • Administration Officers. |
| • Team Leaders Development Assessment. | • Customer Liaison Officers. |
| • Business Support Officer and Senior Administration Officer. | • Other Council Staff. |

External

- | | |
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| • Government Agencies. | • Residents. |
| • Development Industry. | • Individual Applicants. |
| • Business and Community Groups. | • Various Professional Consultants. |

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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA	
Qualifications/Licences	
<ul style="list-style-type: none"> Currently undertaking a Diploma or Degree Qualification in town planning, regional or urban planning. Current Class C Drivers Licence. Willingness to obtain SafeWork NSW WHS White Card. 	
Experience	
<ul style="list-style-type: none"> Experience in dealing directly with a range of customers and providing quality customer service. Experience and ability to work in a team environment. Demonstrated experience in report writing. 	
Knowledge and Skills	
<ul style="list-style-type: none"> Knowledge of Occupational Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity. Excellent written and verbal communication skills including the ability to write detailed reports. Excellent interpersonal and public speaking and presentation skills. High level customer service and case management skills. Ability to critically analyse and assess Statements of Environmental Effects and reports, with a high attention to detail. Demonstrated general computer skills and ability to use Microsoft applications including Word, Excel and Powerpoint. Effective time management skills. 	
DESIRABLE CRITERIA	
Qualifications/Licences/Experience/Knowledge and Skills	
<ul style="list-style-type: none"> Ability to interpret planning legislation and Council's policies and procedures. Ability to problem solve. 	

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous