



POSITION TITLE	Statutory Planner
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2018 to 2021 Band 6
DIRECTORATE	Planning and Infrastructure
BUSINESS UNIT	Statutory Planning
REPORTS TO	Team Leader Statutory Planning
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	September 2021
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

- To respond to and provide high-level planning advice and recommendations on planning matters in accordance with statutory requirements and the council’s policies and procedures.
- To brief the council and the council’s executive on complex planning proposals.
- To represent the council at VCAT and assist in the preparation of submissions by other officers.
- To build relationships with the development community in order to enhance the physical and natural environment of the city.
- To represent the council at developer forums, planning consultation meetings, mediation sessions and other information provision forums.
- Contribute to the efficient and effective operation of the statutory planning service through positive participation as a team member.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Determine planning permit applications and other planning matters in accordance with the statutory requirements and the council's policies and procedures.
- Provide technical and/or specialised planning advice both verbally and in writing to staff, the council and the general public in a prompt and courteous manner.
- Represent the council at mediation meetings to assist in the preparation of documentation at the Victorian Civil and Administrative Tribunal (VCAT).
- Assess applications in respect to the Planning and Environment Act 1987, Subdivision Act 1988, the Wodonga Planning Scheme and other relevant statutes and regulations in accordance with legislative requirements.
- Act on the council's behalf where delegated pursuant to the Planning and Environment Act 1987 or any other relevant acts.
- Provide input in evaluating, understanding, interpreting and learning legislative changes and draft amendments to the various acts, regulations, schemes and policies as required.
- Investigate, breaches of the Wodonga Planning Scheme and associated acts and recommend appropriate action.
- Provide assistance, advice and share information with officers of the statutory planning and strategic planning units.
- Facilitate negotiations on planning matters between applicants, ratepayers and other interested parties.
- Ensure that adequate and appropriate records are kept of planning permits and other verbal and written correspondence as necessary for the proper functioning of the section and the council.
- Participate with the team in the development of council policy in conjunction with the council's team leader of strategic planning and team leader of statutory planning.

Accountability and Extent of Authority

- Accountable for the provision of accurate and timely delivery of specific and technical information on all planning related matters in a variety of forums.
- Accountable for the provision of specialist advice to clients utilising technical expertise and industry knowledge.
- The position is required to work with limited supervision.
- The authority of the position is in accordance with the Wodonga Council Instrument of Delegation to members of staff.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

Keep confidences

Do what you say you will do to the best of your ability

Be open about mistakes

Speak of those that are absent only in a positive way

Learning Work together and learn from each other

Continuously improve and innovate

Be open to change

There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Ability to use judgment to respond to enquiries and make decisions on town planning applications.
- Ability to determine the best method, technology, process or equipment to meet the objectives of the task.
- Ability to resolve planning issues using procedures, guidelines, professional and technical knowledge, as well as creativity and originality.
- Whilst guidance is available from the Team Leader and Manager, the position will be required to solve problems using planning expertise and the ability to apply knowledge to new situations.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated professional and technical knowledge of town planning principles, legislation and practice together with sound knowledge of the processes of local government.
- Understanding of how planning relates to and contributes towards the goals of the wider organisation.
- Ability to identify, understand and reconcile the often conflicting needs of developers and the general public in the context of the council's overall goals.
- Ability to adapt to new concepts, ideas and policies especially in planning theory and practice.
- Ability to analyse and interpret a range of information and issues to make prompt, well-informed decisions based on experience and knowledge as well as the relevant council policies and procedures.
- Ability to solve planning problems and use creative thought and apply documented processes, procedures, guidelines and technical knowledge.

- Ability to attend to work requests in a co-operative and conciliatory manner.
- Ability to communicate effectively to gain the co-operation and assistance from clients, members of the public and other employees.
- Ability to negotiate and resolve conflict with regard to the day-to-day roles and responsibilities of the position.
- Ability to maintain confidentiality.
- Ability to make presentations to public hearings, planning appeals and panel hearings as required.
- Ability to promote the council's image in a proactive and positive manner.
- Ability to provide advice to the Manager Planning and Building and Team Leader Statutory Planning on policy, including the identification and analysis of a range of options for presentation to council/corporate management.
- Demonstrated ability to be an integral part of a team environment.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to provide peer support to planning and administrative staff

INTERPERSONAL SKILLS

- Excellent verbal communication skills for conversing with clients, members of the public and other employees enabling the resolution of complex planning matters.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organization to resolve intra-organisational problems.
- Excellent written communication skills for conversing with clients, members of the public and other employees, in the preparation of delegate and council reports and the preparation of correspondence.
- Ability to gain co-operation and assistance from clients, the public and other employees in fulfilling the defined responsibilities of the role.
- The ability to identify and explain development options to clients, councilors, members of the public and other employees.
- Mediation and conflict resolutions skills.
- Ability to work as an effective team member, providing input to team discussions and the review of process improvements.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.

- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Preferable three years' experience in the planning sector or related fields, preferably at a local government level.
- A tertiary qualification in town planning or other relevant field at degree level or equivalent, or the ability to actively demonstrate working towards a tertiary qualification in town planning or other relevant field at degree level or equivalent.
- A thorough knowledge, understanding and experience with Victorian planning and development processes.

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's License
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Tertiary qualification in town planning or other relevant field at degree level or equivalent, or the ability to actively demonstrate working towards a tertiary qualification in town planning or other relevant field at degree level or equivalent.
2. Experience in the planning sector dealing with a variety of planning matters. Experience within a Victorian local government setting desirable.
3. Excellent interpersonal, communication and customer service skills to communicate and liaise with counterparts in other organisations to discuss and resolve specialist planning matters.
4. Previous demonstrated experience preparing for and presenting at VCAT or executive leadership forum.
5. Ability to contribute to the efficient and effective operation of the statutory planning service through positive participation as a senior team member and provide support to junior staff in the assessment and resolution of planning matters.
6. Ability to manage time, set priorities and organise work, both independently and as part of a team, to achieve set objectives despite conflicting pressures.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.					

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Administration	Desk based tasks	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external agencies and the general public Phone use Computer use Report writing Utilisation of council software Policy review 	Sitting				X
			Standing		X		
			Walking		X		
			Fine motor				X
			Neck postures				X
			Providing and accepting instructions		X		
			Sustained concentration				X
			Decision making			X	
			Complex problem solving		X		
			Interaction with others				X
			Exposure to confrontation		X		
			Respond to change		X		
Site visits		<ul style="list-style-type: none"> Liaison with external agencies and the general public Driving company vehicles (max 20 minutes) Phone use Tablet use Camera use Hand writing notes Working in isolation Visual inspection Potential for walking on uneven ground / incline etc 	Prioritisation				X
			Sitting		X		
			Standing			X	
			Walking			X	
			Fine motor		X		
			Neck postures				X
			Providing and accepting instructions		X		
			Sustained concentration				X
			Decision making		X		
			Complex problem solving			X	
			Interaction with others			X	
			Exposure to confrontation	X			
Respond to change		X					
Prioritisation	X						