



POSITION TITLE	Senior Statutory Planner (Urban Growth)
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 7
DIRECTORATE	Planning, Development and Infrastructure
BUSINESS UNIT	Statutory Planning
REPORTS TO	Team Leader Statutory Planning
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	
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 growth area planning matters in accordance with statutory requirements; the Growth Area Precinct Structure Plan, Development Contribution Plan 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 Growth Area development community.
- To represent the council at developer forums, planning consultation meetings, mediation sessions and other information provision forums.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Contribute to the efficient and effective operation of the statutory planning service through positive participation as a valued team member.

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Provide concise, high-level 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, the Victorian Civil and Administrative Tribunal (VCAT), other bodies and court proceedings in respect of town planning matters.
- Assess permit applications and Development Plans within Wodonga's Growth Area 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, in association with the team leader of compliance, 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, agencies, 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.
- Take a lead role in the management, accounting and reporting on developer contributions within the Growth Area.

#### **The position has the authority to:**

- Accountable for the delivery of technical information on all planning related matters within the Growth Area in a variety of forums.
- The position is required to work without supervision, with limited guidance.
- The authority of the position is in accordance with the Wodonga Council Instrument of Delegation to members of staff.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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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

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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

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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

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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

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## CAPABILITIES AND BEHAVIOURS

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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

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- Ability to use judgment to respond to enquiries and make decisions on more complex town planning applications within the Growth Area.
- 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.

- Guidance and advice is not always available within the organization.

#### SPECIALIST KNOWLEDGE AND SKILLS

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- Demonstrated knowledge of town planning principles, legislation and practice together with sound knowledge of the processes of local government.
- 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, agencies, 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, prepare presentations for 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 the Executive or the Councillors.
- Demonstrated ability to be an integral part of a team environment.
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding of the importance of good record keeping and the ability to effectively use council's document management system.

#### MANAGEMENT SKILLS

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- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.

- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

#### INTERPERSONAL SKILLS

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- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Gain cooperation and assistance from others (including other employees).
- Advanced verbal communication skills for conversing with clients, agencies, members of the public and other employees enabling the resolution of planning matters.
- Advanced written communication skills for conversing with clients, agencies, 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, agencies, the public and other employees in fulfilling the defined responsibilities of the role.
- The ability to identify and explain development options to clients, agencies, and members of the public and other employees.
- Ability to liaise with counterparts outside the work unit, in other local government organisations, the Land Titles office and where appropriate, the private sector to discuss and resolve planning matters.
- 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

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Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

#### CUSTOMER SERVICE SKILLS

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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

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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

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- Minimum three years' experience in the planning sector or related fields, preferably in the Victorian context.
- Tertiary qualifications in town planning at degree level or equivalent.
- A thorough knowledge, understanding and experience with Victorian planning and development processes.
- Demonstrated experience in a Growth Area council preferable.
- Demonstrated experience in developer contribution management preferable.

#### LICENCES AND MANDATORY REQUIREMENTS

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- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

#### EQUAL OPPORTUNITY EMPLOYER

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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

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

#### COGNITIVE JOB DEMANDS

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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

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1. Tertiary qualifications in town planning or a relevant discipline with relevant experience (Victorian local government experience desirable).
2. Demonstrated experience in Growth Area planning and/or developer contribution management.
3. Excellent interpersonal, communication and customer service skills to communicate and liaise with counterparts in other organisations to discuss and resolve planning matters.
4. Ability to interrogate and resolve moderately complex planning matters.
5. Ability to manage time, set priorities and organise work, both independently and as part of a team, to achieve set objectives despite conflicting pressures.

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Staff member signature

# People and performance framework

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

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

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

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



### Future Focus

Looks for improvements and is adaptable to change.

- 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.

- 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.

- 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.

- 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

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Urban Growth Planner	To respond to and provide high-level planning advice and recommendations on growth area planning matters in accordance with statutory requirements; the Growth Area Precinct Structure Plan, Development Contribution Plan and the council's policies and procedures.	<ul style="list-style-type: none"> <li>Capacity for sustained sitting (office work)</li> <li>Capacity to sit and drive for up to 1 hour</li> <li>Capacity for sustained standing and walking</li> <li>Capacity to stand walk frequently throughout the day</li> <li>Capacity to lift up to 5kg from ground to head height</li> <li>Repetitive hammering at head height (securing metal stakes and attaching signs onsite)</li> <li>Capacity to walk on uneven ground during site inspections</li> <li>Adequate hand grip, fine manipulation and dexterity</li> <li>Capacity to operate computer, phone, and complete report writing for extended periods</li> <li>Ability to work with initiative and in a team environment</li> <li>Excellent communication, time management and organisational skills</li> <li>Ability to liaise with staff of all levels both internally and externally including external agencies and the general public</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting up to 5kgs	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions		X		
			Sustained concentration				X
			Major decision making		X		
			Complex problem solving		X		
			Supervision of others	X			
			Interaction with others				X
			Exposure to confrontation		X		
Respond to change			X				
Prioritisation					X		