

## Position information

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<b>Position Title:</b>	Senior Statutory Planner
<b>Classification:</b>	Band 6
<b>Reports to:</b>	Coordinator Statutory Planning
<b>Division:</b>	City Planning & Amenity
<b>Department:</b>	Development Services

## Our strategic context

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### Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

### How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

## Position Purpose

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The key purpose of the Senior Statutory Planner role is to work with applicants, our community and other internal partners to ensure the proper and orderly land use, development and subdivision outcomes within Bayside. Our team seeks to deliver these outcomes through education and facilitation to deliver extraordinary places and liveability.

## Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Statutory planning	<ul style="list-style-type: none"> <li>• Administer and apply the provisions of the Planning &amp; Environment Act 1987, Subdivision Act 1988, Bayside Planning Scheme, and other relevant Acts, Regulations, Codes of Practice, Policies and the like in accordance with the position's delegated authority.</li> <li>• Proactively project management a caseload of planning and subdivision applications in accordance with planning regulations and organisational procedures.</li> <li>• Provide high quality technical Statutory Planning advice that meets the needs of the community, developers, landowners and Council.</li> </ul>	<ul style="list-style-type: none"> <li>• Respond quickly and accurately to related enquiries and requests for information about current or prospective planning applications, including assessment as to whether a planning permit is required.</li> <li>• Attending and providing accurate and considered advice at pre-application meetings with prospective applicants with appropriate supervision.</li> <li>• Ensure permits comply with legislation and internal requirements regarding quality and consistency of decision making, correct details, description/preamble, correct permit condition and notes.</li> <li>• Prepare, research and present applications and submissions on behalf of Council at the Planning and Amenity Committee, Victorian Civil and Administrative Tribunal (VCAT) and the like with appropriate supervision.</li> <li>• Assist in the briefing of legal representatives and external planning and/or other consultants.</li> <li>• Liaise with government departments, statutory authorities, adjoining councils, service authorities and other relevant organisations in relation to customer experience statutory planning matters.</li> <li>• Prepare well considered, high quality Delegate Reports, Committee Reports, letters, and emails on Statutory Planning arboricultural related matters.</li> <li>• Provide Statutory Planning services within the timelines set in Team Targets or statutory requirements.</li> </ul>
Customer service	<ul style="list-style-type: none"> <li>• Provide specialist technical advice to internal business units and Council regarding</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to customer requests and provide timely responses in relation to day to day Statutory Planning issues.</li> </ul>

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	Statutory Planning customer experience related issues.	<ul style="list-style-type: none"> <li>• Deliver clear, concise and well considered letters, emails, verbal comments and specific recommendations relating to Statutory Planning customer experience matters.</li> <li>• Use customer request management (REX or other) systems to understand, record and respond (where required) to customer requests for service and complaints.</li> </ul>
Efficiency and continuous improvement	<ul style="list-style-type: none"> <li>• Assist in identifying positive changes to department processes and systems and implementing changes in consultation with the Statutory Planning Coordinators, Administrative Support Team Leader and Manager Development Services.</li> </ul>	<ul style="list-style-type: none"> <li>• To work across the organisation and represent the Statutory Planning Department in respect of multi-departmental, or organisational wide, initiatives.</li> <li>• Specifically identify opportunities for improved customer experiences for those engaging with Statutory Planning.</li> </ul>

## Position - Organisational Relationships

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## Position - Delegations

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**Financial Delegations:** As per Financial delegations

**People and Position Delegations:** As per People and Position delegations

## Position – Skills and Competencies

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Accountability and Extent of Authority	<ul style="list-style-type: none"> <li>• Accountable to accurately apply the Bayside Planning Scheme, relevant policies and legislation in providing information to customers about statutory planning related matters within established protocols, guidelines and parameters.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Accountable for the effective and efficient processing of a variety of planning applications and enquiries, with guidance available from Statutory Planning Coordinators.</li> <li>• Accountable for the provision of accurate information and advice to customers regarding various facets of statutory planning matters.</li> <li>• Accountable for making sound recommendations to the Statutory Planning Coordinator on permit applications.</li> <li>• Accountable for compliance with all legislative requirements and Council policies relating to statutory planning functions.</li> <li>• Accountable to contribute positively to the effective and efficient day-to-day operation of the Development Services Department.</li> <li>• Accountable for personally providing a high level of responsive service to customers.</li> <li>• Accountable for the preparation and presentation of detailed submissions before the Planning and Amenity Delegated Committee and VCAT.</li> <li>• Accountable to provide accurate constructive guidance and advice to less experienced staff specifically in relation to customer experience matters as required.</li> </ul>
Judgement and Decision Making	<ul style="list-style-type: none"> <li>• Ability to accurately interpret and apply planning policy and regulation in decision making and provision of advice to customers with guidance.</li> <li>• Ability to make timely and accurate decisions in accordance with planning policy and regulation and established organisational procedures and processes.</li> <li>• Ability to apply judgement during discussions or negotiations about planning issues to achieve the most appropriate planning outcome.</li> <li>• The position is authorised to recommend decisions required to process planning applications and related matters in accordance with Council's deed of delegation and related resolutions and established practices.</li> <li>• Guidance and advice is available from Senior / Principal Planners and Statutory Planning Coordinators.</li> </ul>
Interpersonal Skills	<ul style="list-style-type: none"> <li>• Be a person who is approachable and easy to deal with.</li> <li>• Ability to assess customer needs and provide excellent service to address these needs.</li> <li>• Ability to negotiate and mediate solutions to planning problems with and between stakeholders with assistance from more senior planning staff where necessary.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ability to deal calmly and professionally with difficult customers in difficult situations and represent Council to a very high standard.</li> <li>• Ability to be empathetic, effective and trusted when working with internal and external customers.</li> <li>• Ability to communicate to gain co-operation from staff, Council clients and tribunals in pursuit of Council's planning objectives and arboricultural matters.</li> <li>• Ability to effectively contribute to effective teamwork and a healthy work environment within the Development Services Department.</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in associated fields and/or experience that will enable the successful undertaking of the requirements of the position.</li> <li>• Demonstrated knowledge of the relevant legislation and regulations pertaining to aspects of the statutory planning function, especially the Planning and Environment Act 1987, Victorian Civil and Administrative Tribunal Act, 1988 and related regulations.</li> <li>• Demonstrated experience in dealing successfully with the community, permit applicants and other parties in the processing of development proposals.</li> <li>• Ability to resolve planning related issues within regulatory parameters through discussion and cooperation.</li> <li>• Possess a high level of oral and written communication skills including the ability to write clear, reasoned and understandable reports, appropriate permit conditions and prepare external correspondence.</li> <li>• Experience in providing high level customer service in person for internal customers and externally on telephone and in person at a 'front counter'. In organised meetings etc.</li> <li>• The ability to manage time effectively, to set realistic priorities and to work effectively with minimal day to day supervision.</li> <li>• Current Victorian Driver's Licence.</li> <li>• Experience with the presentation of planning matters before the Victorian Civil and Administrative Tribunal and to Panel Hearings (Preferred but not essential).</li> </ul>
Specialist Skills and Knowledge	<ul style="list-style-type: none"> <li>• Ability to analyse and interpret relevant legislation, policy and technical information.</li> <li>• Ability to effectively project manage the processing of planning applications and statutory planning enquiries.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ability to apply planning regulations, policy, principles and techniques in the assessment and negotiation of planning applications and enquiries.</li> <li>• Ability to communicate specialist information, specifically in regard to statutory planning matters, in a clear and concise manner to the organisation and Council's clients.</li> <li>• Ability to keep informed of, and analyse, changes and developments in planning legislation and practice.</li> <li>• Ability to effectively present to and represent Council before the Victorian Civil and Administrative Tribunal (VCAT) in respect of planning arboricultural matters (Preferred but not essential).</li> <li>• Sound understanding of the provisions of the Planning and Environment Act 1987, and related regulation, standards and case law (Preferred but not essential).</li> <li>• Knowledge of the Bayside Planning Scheme and Council policies (Preferred but not essential).</li> <li>• Ability to effectively use computers and type reports, including the use of databases, MS office, and GIS software. Experience TRIM, Authority, REX (CRM) and TRAPEZE is an advantage (Specific software preferred but not essential).</li> </ul>
Management Skills	<ul style="list-style-type: none"> <li>• Ability to effectively manage time and prioritise work to ensure that required timeframes and work standards are met.</li> <li>• Ability to assist with the implementation of new systems and practices aimed towards continuously improving service delivery.</li> </ul>

## What we are all responsible for



### Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



### Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

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- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



## **Customer Service**

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



## **Diversity, Equity and Inclusion**

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



## **Safeguarding Children and Young People**

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



## **Workplace Health, Safety and Wellbeing**

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.

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- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



## **Sustainability**

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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