

Position Description

Position Title:	Planning & Building Business Support Officer
Classification:	Band 4
Business Unit:	Planning & Building Services
Reports to:	Coordinator Planning & Building Business Support
Approved by:	Director Planning and Place
Reviewed:	November 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;

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- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. About the Planning and Place Directorate

The Directorate provides leadership, direction and support from the following key Departments:

- Planning and Building Services
- City Futures
- Community Safety and Compliance

4. About the Planning and Building Services Department

The Planning and Building Services Department ensures that buildings and planning applications meet regulation and legislative requirements. The Department needs to ensure that all stakeholders are managed to ensure Councils statutory obligations are satisfied, and that those are administered in a consistent, standard and in a courteous, respectful and reasonable manner.

This among other includes processing and assessing building related and planning applications including pre-applications, conducting site inspections, facilitating the public notification of planning applications meetings, issuing notices of decisions, conducts planning appeals, answering queries and preparing relevant reports as required. The team also administers and enforces planning and building legislation and represents Council at VCAT, VBA and in courts.

This Department is responsible for the following:

- Building enforcement
- Administering building legislation
- Assessing and acquitting buildings with flammable cladding
- Swimming pool and spa registrations and inspections
- Report and consent assessments
- Callout and assessment of dangerous buildings
- Assessment of essential safety measures
- Administration of planning applications and requests
- Facilitate subdivision of land under the Subdivision Act 1988
- Assist the development and review of the Glen Eira Planning Scheme
- Enforcement of planning breaches.

There are several teams within the Department being:

- Statutory Building Services
- Urban Planning
- Planning and Building Support

5. Position Purpose and Background

The Planning & Building Business Support role provides both administrative and customer service support as part of the delivery of the functions of the Planning & Building Services Business Unit.

6. Working Relationships

Reports to: Coordinator Planning & Building Business Support

Within the organisation, the Planning & Building Business Support Officers are required to liaise with all other members of the Planning & Building Services Department, along with other Council Departments within the Directorate and wider organization.

Externally, the role may include liaison with the following bodies:

- Victorian Civil and Administrative Tribunal
- Building Appeals Board
- Federal and State government departments
- Other councils
- Lawyers
- Architects
- Planning consultants
- Building industry representatives
- Engineers
- Building surveyors
- Victorian Building Authority
- Victorian Planning Authority.

7. Key Responsibilities

- Provide excellent customer service to all internal and external customers.
- Assist the general public with their enquiries at the counter, by telephone, in email, or through other Council customer services delivery methods.
- To provide good quality and timely administrative support for Planning and Building Permits, including:
 - Application receipt and co-ordination, including private building surveyor functions and swimming pool registrations
 - preparation and issuance of information letters and statistical returns
 - data entry into Council's systems
 - Preparation of purchase orders and invoices
 - Minute taking for meetings
 - High quality correspondence, reports and documents
- To promote harmonious relations with all Council staff, authorities, Industry representatives, and the public.
- To assist in the preparation of reports or correspondence for the Manager Planning & Building Services.
- To perform general administration tasks including data processing, storage, and enforcement actions.
- To process requests for copies of plans. This will involve searching records and copying documentation to email out to the applicant.
- To prepare draft Notices and Orders for Building Inspectors and Technical Officers as directed.
- Collate and store in Council's record management system all closed off investigations, inspections and enforcement actions across both Planning & Building Services.

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- Raise statutory planning and building investigations, file notes, and preparation of information letters including building inspection.
- To perform any other administration duties as directed by the Coordinator Planning & Building Business Support and / or the Planning & Building Services Leadership team (including Coordinators and Manager).
- Commitment to supporting an integrated team approach by servicing the needs of the Urban Planning / Statutory Building Services and Strategic Planning areas.

7.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

7.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Planning & Building Business Support Officer:

- Freedom to expend funds is limited by delegated authority, budgets and Council policy. This position has no delegated authority to expend funds.
- The incumbent will be provided specific guidelines, standards and procedures relating to their position. There is limited discretion to go outside these guidelines.
- Responsible for providing input into the development and implementation operating procedures for the business unit related matters.
- Authority to raise purchase orders and reconcile invoices
- The freedom to act is limited by legislative requirements, Council policies, procedures, guidelines and management discretion, with scope to exercise discretion in the application of established standards and procedures
- This role is accountable for the quality, effectiveness and timeliness of the tasks under their control.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Responsible for the day to day running of the administrative functions of the Planning & Building Services Department

7.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Planning & Building Business Support Officer:

- Technical advice should not be given and referral to appropriate technical officers required although initiative in problem solving is encouraged.
- The objectives of the work are well defined, but the incumbent will select the particular method to be used from a range of available alternatives.
- Problems are occasionally complex with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice is always available within the time available to make a decision.

7.4 Management Skills

The following describes managerial skills required by the Planning & Building Business Support Officer:

- Time management skills.
- Ability to set priorities.
- Ability to plan and organise own work to efficiently achieve set objectives within pre-determined time frames.
- Ability to work independently, under limited direction to achieve objectives.

7.5 Interpersonal Skills

The following describes the interpersonal skills required by the Planning & Building Business Support Officer:

- The Planning & Building Business Support Officer is required to liaise with a variety of contacts internally and externally, including clients and personnel of Government Departments.
- Good oral and written communication skills.
- Willingness to work on a range of different activities including trying new activities and using initiative
- The ability to work as part of a team.
- A positive attitude.
- Ability to carry out accurate data entry, correspondence compilation and document preparation.

7.6 Specialist Skills and Knowledge

The following describes the specialist skills and knowledge required by the Planning & Building Business Support Officer:

- The ability to communicate with clarity and diplomacy.
- Strong motivational skills.
- The ability to produce work which is timely, accurate and to a professional standard.
- Capable of working without direct supervision
- A general knowledge of and ability to interpret plans and related documentation.
- A general knowledge of the planning and / or building industry.
- Ability to deal with the public with empathy, courteously and efficiently.
- Any knowledge and experience gained from working within the planning and / or building industry.
- IT literate and an ability to learn new programs and software.
- Ability to organise and prioritise numerous tasks.

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7.7 Qualifications and Experience:

- Relevant previous experience working within a similar role.
- Substantial experience in a customer orientated role.
- Computer literacy (Microsoft Office products).
- Experience in the use of financial management, customer request or similar database software.

8. Performance Review

The Planning & Building Business Support Officer will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives, and reviewing and assessing achievements on a regular basis.

The Planning & Building Business Support Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

9. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Substantial experience in an administrative and customer orientated role.
- Demonstrated ability to provide excellent customer service to both internal and external customers.
- Strong organisational capabilities i.e. time management skills.
- The ability to produce work which is timely, accurate and to a professional standard.
- Proficient skills in IT systems and the ability to learn new programs and software.
- Any knowledge and experience gained from working within the planning / building / local government industry would be advantageous.

10. Other Information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check
- Victorian Drivers Licence is mandatory.
- The position is located at the Glen Eira Town Hall, however the incumbent may be required to travel to other Council offices from time to time.