

Position Description

Position Title:	Public Space Permits Officer (Community Use)
Position Number:	CSP420
Department:	Customer Response Department
Reports To:	Supervisor Public Space Permits
Supervises:	Nil

Organisational Environment

Located between Brisbane City and the Sunshine Coast, Moreton Bay is one of Australia's fastest growing urban regions. Moreton Bay has a strong and connected community that enjoys a coastal and pristine natural environment as well as thriving community and cultural hubs, vibrant entertainment options and award-winning commercial, educational, medical, leisure and residential precincts.

The Customer Response Department comprises Council's Local Laws, Public Health and Customer Services functions including Business Support. The Department aims to provide a high standard of front-line service delivery through positive and proactive service experiences.






Position Purpose

Process applications and issue permits under Council's Local Laws and the *Land Act 1994* for community activities on Council controlled land, ensuring permits are lawful, timely, appropriately conditioned and monitored to assess compliance against conditions.


Specific Accountabilities

Description
Organising and Operating
Provide advice and assistance to applicants and stakeholders regarding the permitting process and requirements for the use of Council controlled land.
Apply Local Laws and State legislation to ensure permits for the use of Council controlled land are appropriately issued and conditioned.
Ensure permit applications are processed and permits issued in accordance with designated timeframes.
Respond to enquiries and booking requests relating to the use of Council controlled land.
Monitor operational compliance with the use of Council controlled land permit conditions.
Assist with the annual permit renewal process.
Quality and Compliance
Comply with all relevant regulatory and Council policies on information and security, industrial relations, workplace health and safety and any other legislation applicable to the Department.
Contribute to identification and management of risks applicable to the team, and ensure that staff understand key risks facing the team and how they should be managed.
Community Development and Stakeholder Relations
Engage with applicants, permit holders and stakeholders regarding the use of Council controlled land.
Constructively deal with any customer requests referred for action.

OUR CORE VALUES

 <p>RESPECT</p> <ul style="list-style-type: none"> We listen to people We treat people fairly and consistently We embrace diversity and opinions We treat others as we wish to be treated 	 <p>SERVICE</p> <ul style="list-style-type: none"> We seek to understand the needs of those we serve We strive to exceed expectations We communicate clearly We take a positive approach We are proud to serve our community 	 <p>INTEGRITY</p> <ul style="list-style-type: none"> We are ethical and honest We take responsibility for our actions We act within statute and law We take pride in the manner in which we perform our duties 	 <p>TEAMWORK</p> <ul style="list-style-type: none"> We promote a friendly, supportive work environment We inspire and encourage innovation We develop and maintain relationships We work collaboratively with our community and external partners 	 <p>SUSTAINABILITY</p> <ul style="list-style-type: none"> We focus on the future We respect the environment We demonstrate leadership by example
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Council proudly upholds the following values in its daily operations with customers, external partners and staff



Work location

Caboolture Administration Centre, however, you may be required to perform your role from any work location within the region.

Diversity undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

Position Dimensions

Staff Resources: Nil
Section or program budget: Nil

Decision Making Authority

Policy: Interprets and applies policies

Delegations: Delegations under the *Local Government Act and MBRC Local Laws*

Knowledge, Experience, Qualifications and Attributes

- Demonstrated relevant experience in a similar role or a role requiring a similar skill set.
- Demonstrated ability to apply Local Laws, State Legislation or Policy to an application and/or permitting process
- Demonstrated customer service skills.
- Excellent time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.
- Sound people and relationship skills with a demonstrated ability to work in a team environment.

This position description is a true reflection of the current requirements of the role. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.

I have read, understood and accepted the responsibilities as outlined in this position description.

Signature: _____ **Date:** _____