

**A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES  
ENJOY A VIBRANT LIFESTYLE**

### Program Officer Business Improvement

<b>Division</b>	Planning	<b>Department</b>	Development Services
<b>Reports To</b>	Coordinator Specialist Assessment	<b>Direct Reports</b>	No

### Position Purpose

This position will provide technical expertise and develop, implement and monitor various organisational change relating to development assessment and compliance across the department.

### Key Responsibilities and Outcomes

#### Operational

As a Program Officer within the Development Services team you will:

- Lead project and organisational change activities in relation to community engagement, land use and infrastructure charging and contributed assets relating to development assessment and compliance.
- Resolve operational problems and assist in the development and implementation of initiatives, policies, processes and systems for effective and efficient administration of development assessment and compliance.
- Assist in coordinating the implementation of policies, practices and procedures in development assessment and compliance, including the delivery of training for staff in the department.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture.
- Build strong relationships across a range of diverse internal and external stakeholders to ensure quality services outcomes are achieved.
- Represent Council at a range of forums providing technical knowledge and advice to key stakeholders.

#### Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.

### Decision Making

**Budget** - Nil

**Delegations** - Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register.



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### Knowledge & Experience

- Substantial experience and detailed knowledge of statutory requirements, council programs, policies, procedures and practices.
- Demonstrated experience and ability to analyse complex problems and develop solutions.
- Ability influence workflow and methods.
- Sound knowledge of project management principles and practices.
- Strong communication skills to meet the needs of a range of internal and external stakeholders with the ability to work in a positive team environment communicating and engaging effectively at all levels.

### Qualifications

- Associated Degree or Diploma in Town Planning, Building or equivalent.
- General Induction licence (White Card)
- Current C class driver's licence.

*This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*