

**Position**

**Description**

***WORKING TOGETHER FOR A THRIVING COMMUNITY***

Greater Geelong: WORKING TOGETHER FOR A THRIVING COMMUNITY

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| **POSITION TITLE:** | **Planning Investigations Officer** |
| **POSITION NUMBER:** | 4302 |
| **DIVISION:** | Planning, Design and Development |
| **DEPARTMENT:** | City Development |
| **CLASSIFICATION:** | Band 5 |
| **REPORTS TO:** | Team Leader, Statutory Planner |
| **DIRECTLY MANAGES:** | N/A |
| **INTERNAL LIAISONS:** | Council Staff |
| **EXTERNAL LIAISONS:** | Business and community, government agencies, members of the public, consultants/developers/builders, clients |
| **DATE:** | June 2019 |

**POSITION OBJECTIVES:**

This position provides an investigative service to facilitate the assessment and compliance of planning permits and related approvals for all forms of proposed land use and development in the municipality. The position also involves providing a professional and customer focused advisory service to a range of internal and external stakeholders and the community.

**POSITION RESPONSIBILITIES:**

**Key Responsibilities:**

Planning Investigation Service

1. Investigate complaints from the public and/or other Council Departments for compliance with land use planning and development legislation, the planning scheme and or planning permits.
2. Carry out inspections, interviews and research to ascertain compliance with the Planning Scheme, Planning Permit conditions and or other requirements relating to the land use or development. This may involve investigations outside of business hours.
3. Provide effective written and verbal communications with property owners, occupiers and other customers of their rights and obligations under the provisions of land use planning and development legislation, the planning scheme and planning permits.
4. Under the direction of the Statutory Planning Co-ordinator or a Team Leader of Statutory Planning, negotiate or mediate the resolution of complaints and/or other matters being investigated.
5. Assist and prepare Planning Infringement Notices, correspondence through the Magistrates’ Court and enforcement orders at VCAT and/or other forums as required.
6. Assist in briefing Council’s Solicitor on enforcement matters as required.
7. Undertake joint investigations with staff from other Council Departments when appropriate.
8. Develop and maintain appropriate registers and records relating to complaints and other matters investigated, the action taken and resolution.
9. Productively cultivate and maintain strong team relationships among colleagues on a formal and informal basis across all Council functions.
10. Assist with appropriate development, coordination, integration and provision of regulatory services.
11. Assist with the establishment, development and maintenance of systems and procedures used within the unit.

Community Consultation

1. Establish positive communications with clients and the general public and educate and promote the need for adherence to the various statutes, legislation, local laws and policies.
2. Maintain confidentiality as appropriate in respect to all dealings of a sensitive or confidential nature.

Corporate Responsibilities

1. Promote the city’s policy of Excellence in Customer Service. Identify, implement and review strategies to improve service quality.
2. Reinforce existing and establish new networks both within and outside the industry in order to further the City of Greater Geelong’s business interests and identify best practice management techniques and technologies.
3. Participate in the development and implementation of the City of Greater Geelong’s corporate objectives, in particular those of the team.
4. Productively cultivate and maintain strong team relationships among colleagues on a formal and informal basis across all of the City of Greater Geelong’s functions.
5. Adhere to all Council’s policies and procedures as relevant to this position.
6. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Policy Development and Implementation

1. Assist with appropriate development, coordination, integration and provision of regulatory services.
2. Assist in the formulation and review of the City of Greater Geelong’s policies.
3. Assist with the identification and prioritisation of objectives and policies for the unit.
4. Assist with the establishment, development and maintenance of systems and procedures used within the unit.

**Values:**

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

* Respect and encourage each other
* Create a healthy and safe environment for all
* Embrace new ideas and better ways to work
* Make people the centre of our business

**Risk Management and Occupational Health & Safety Responsibilities:**

* Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
* Perform work in a safe and appropriate manner.
* Ensure behaviour does not discriminate, bully or harass others.
* Take responsibility for own safety and that of others.
* Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

* Manual handling tasks.
* Prolonged periods of inactivity eg. sitting at the computer.
* Regular keyboarding associated activities.
* Long / short distance travel between sites.
* Dealing with difficult clients and situations.
* Demanding deadlines.

**KEY SELECTION CRITERIA:**

**Essential:**

1. A theoretical and practical knowledge and ability to interpret Town Planning legislation and practices and associated legislation.
2. Awareness of current trends and issues affecting town planning.
3. Well-developed analytical, investigative, interpretative and problem solving skills.
4. Highly developed PC skills.
5. Ability to effectively plan, organise and manage own time to achieve targets within a set timetable.
6. Ability to manage change and be innovative.
7. Current Drivers Licence

**Desirable:**

1. Tertiary Qualification in Town Planning, Urban Studies or a suitably related discipline is desirable.
2. Industry experience or experience in a similar role.
3. Experience in the use of a range of investigation techniques to assemble information and/or evidence.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

* The positon provides support to all staff within the Statutory Planning Section in the provision of a regulatory service to the Community, and is required to provide information to internal and external stakeholders and the wider public. Work standards fall within specific guidelines.
* Exercise all the legislative powers of an authorised officer under any legislation which Council has designated to the incumbent.
* The position is responsible for providing direct support and assistance to the Statutory Planning Co-ordinator.

**JUDGEMENT AND DECISION MAKING:**

* This position requires the provision of an investigative nature to ensure advice to members of the Section, other staff and the public, which may involve judgement and decisions of a complex nature.
* The nature of the work is usually well defined, however the incumbent can select methods, processes, technology and equipment from a range of available alternatives.
* The incumbent will be able to use available procedures and guidelines and knowledge gained through relevant experience to solve problems.
* Guidance and advice is usually available within the necessary time frame.
* As a member of a professional specialist team, the judgements and decisions made have potential to influence overall performance of the Unit and to impact on the wider community.

**SPECIALIST SKILLS AND KNOWLEDGE:**

* A proficient, theoretical and practical knowledge of planning and associated legislation and the Greater Geelong Planning Scheme is desirable but not essential.
* Proficiency in the use of a range of investigation/research techniques to assemble information and/or evidence.
* Excellent communication skills (especially verbal) and a flexible facilitative approach to negotiation and resolution of conflict.
* Well-developed analytical, investigative, interpretative and problem solving skills.
* An understanding of the operation of Local Government and legal process within Victoria.
* Proficiency in the development and maintenance of various records.
* Possess or have the ability to acquire the necessary knowledge, skills and contacts to complete tasks with minimum supervision in a professional manner.
* Highly developed computer skills.

**MANAGEMENT SKILLS:**

* Well-developed organisational and administrative skills coupled with time management skills.
* Proven ability to use work methods and practices to achieve department goals.
* Ability to proactively promote compliance with Planning Legislation and Council’s image.

**INTERPERSONAL SKILLS:**

* Demonstrated ability to be an integral part of a team environment.
* Demonstrated written and oral communication skills.
* Demonstrated dispute mediation and dispute resolution skills.