

# MELBOURNE WATER POSITION DESCRIPTION

Principal Planner (Process & Practice), Development Planning Services

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader, Development Planning Services	None
THIS ROLE EXISTS TO: (PURPOSE)	
<p>Ensure all required standards, procedures and guidelines and other required guidance material for all Development Planning Services team planning practices are available and current. Provide technical leadership and expert guidance to the Development Planning Services Team in assessing and responding to statutory planning referrals and other development and subdivision enquiries with a focus on urban infill and renewal areas. Ensure that development meets required standards including flood protection, stormwater quality, waterway amenity and protection of our built assets.</p> <p>Develop and continuously improve team governance, standards and processes to ensure high quality, consistent, responsive, innovative and streamlined services are provided to customers.</p>	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> <li>• Develop and continuously improve team governance, standards and processes including developing and refining decision-making frameworks, user-friendly procedures, guidelines, training and support tools to enable streamlined and consistent decision-making by the team to ensure high quality, consistent, responsive, innovative and streamlined services are provided to customers.</li> <li>• Support and advise team members to guide resolution of complex matters and disputes with developers, consultants and landowners.</li> <li>• Ensure that team processes and practice enables development and subdivision to meet required standards and achieve high quality outcomes in relation to our functions as a Floodplain Manager, Drainage Authority and Waterway Manager; and to ensure we meet our Customer Charter and Statutory Planning obligations including flood protection, stormwater quality, amenity and asset protection.</li> <li>• Ensure relationships with Councils, State Government and other key customers and stakeholders are supported, developed and enhanced.</li> <li>• Keep abreast of, and where required represent Melbourne Water in, government/industry planning system reviews, updates and changes, and other streamlining and improvement initiatives.</li> <li>• Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.</li> </ul>	
KEY RESPONSIBILITIES	KPIs
<p><b>Quality of Planning Decisions and Planning Responses</b></p> <ul style="list-style-type: none"> <li>• Support team members to make planning decisions that are consistent and in accordance with Melbourne Water’s planning guidelines and decision making standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Reputation survey results / customer experience metrics.</li> <li>• Team alignment and engagement metrics.</li> </ul>

Job level: 7

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<ul style="list-style-type: none"> <li>• Support team members to clearly, confidently and easily communicate to customers the basis for and the rationale behind decisions.</li> <li>• Ensure clear decision-making frameworks are in place, including procedures, guidelines and support tools.</li> <li>• Assess, prioritise and deliver changes to policy and procedures to improve delivery of planning services.</li> <li>• Manage internal capability uplift through identifying training needs etc.</li> <li>• Undertake fit-for-purpose auditing/review of planning decisions to ensure quality and consistency.</li> <li>• Direct management complex applications as required based on team workloads and make planning decisions appropriate to the level of the Principle Planner.</li> <li>• Support the development of team members through coaching and mentoring and sharing of information and experiences.</li> <li>• Core planning job overflow support to team where required.</li> </ul>	<ul style="list-style-type: none"> <li>• Team productivity and performance metrics.</li> <li>• Number of escalated planning matters.</li> </ul>
<p><b>Escalations and Issues Management</b></p> <ul style="list-style-type: none"> <li>• Provide appropriate review, support, oversight and direct management as needed where planning decisions are challenged or a review is requested.</li> <li>• Escalate planning matters as appropriate.</li> <li>• Ensure learnings from escalations and issues are translated back into planning procedures, guidelines and support tools.</li> <li>• Provide support as required in representing Melbourne Water in Planning Appeals and Enforcement Proceedings at VCAT and other related forums to resolve planning related disputes</li> </ul>	<ul style="list-style-type: none"> <li>• Proportion of escalated planning matters resolved such that Melbourne Water’s requirements are met.</li> </ul>
<p><b>Alignment of Planning Frameworks</b></p> <ul style="list-style-type: none"> <li>• Keep abreast of, and where required represent Melbourne Water in, government/industry planning system streamlining and improvement initiatives.</li> <li>• Ensure Melbourne Water’s planning frameworks, standards and guidelines are consistent with broader government and council planning frameworks.</li> <li>• Identify areas where Melbourne water standards or requirements may not provide beneficial planning outcomes and refer to appropriate parts of Melbourne Water for review.</li> </ul>	<ul style="list-style-type: none"> <li>• Team alignment and engagement metrics.</li> <li>• Number of escalated planning matters.</li> <li>• Proportion of escalated planning matters resolved such that Melbourne Water’s requirement are met.</li> </ul>

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<p><b>Planning Systems Development</b></p> <ul style="list-style-type: none"> <li>• Work with the Senior Planner and where appropriate Melbourne Water’s IT group as required to improve current systems on a prioritised basis to ensure Melbourne Water’s planning systems (software) are fit-for-purpose.</li> <li>• Support the team as required to determine the future state requirements for Melbourne Water’s planning systems and relevant digital channels and work with internal and external stakeholders to determine the future state roadmap and programs or activity.</li> </ul>	<ul style="list-style-type: none"> <li>• Team productivity and performance metrics.</li> <li>• Proportion of planning applications which do not require manual processing.</li> <li>• Reputation survey results / customer experience metrics.</li> </ul>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Ensure team practice and processes supports all statutory and industry agreed timeliness of response requirements and continues to improve current timeliness performance.</li> <li>• Identify customer service improvement opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Reputation survey results / customer experience metrics.</li> <li>• Team productivity and performance metrics.</li> <li>• Completion of identified business improvement initiatives.</li> </ul>
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Key relationship manager responsible for ensuring relationships with Councils, DELWP and other stakeholders in the broader planning environment are managed and enhanced.</li> <li>• Develop key internal stakeholder relationships, particularly Regional Services, Catchment Strategies Services, Customer and Strategy, Asset Management team, Integrated Planning team members and Information Technology team members.</li> </ul>	<ul style="list-style-type: none"> <li>• Alignment and Engagement survey results.</li> <li>• Reputation survey results / customer experience metrics.</li> </ul>
<p><b>Team Capability and Performance</b></p> <ul style="list-style-type: none"> <li>• Identify team capability requirements and ensure all team members are supported by guidance support tools.</li> <li>• Ensure all team members are capable to perform core planning functions as per guidance and support tools.</li> <li>• Establish and support an open and honest working environment for employees fostering collaboration and teamwork.</li> <li>• Support the development and implementation of organisational change</li> </ul>	<ul style="list-style-type: none"> <li>• Group and team targets and plans achieved.</li> <li>• Team productivity and performance metrics.</li> <li>• Alignment and Engagement survey results</li> <li>• Reputation survey results / customer experience metrics.</li> </ul>

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## SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Extensive understanding of development industry issues, across aspects such as town planning, floodplain management, waterway management and drainage issues, including customer service opportunities;
- Ability to interpret and apply relevant strategies, policies and guidelines;
- Experience and success in conflict resolution and influencing outcomes to facilitate high quality results;
- Demonstrated sound judgement and ability to identify and solve complex problems and develop innovative solutions;
- Demonstrated ability to drive change to deliver team process improvement initiatives to ensure quality of decisions and communications are maintained and improved;
- Demonstrated ability in applying technology to improve team processes and customer service;
- Ability to work and contribute in a team environment to improve processes, respond to various demands, and to manage multiple activities simultaneously, often with specific deadlines;
- Experience in supporting and enabling a high performance and inclusive culture;
- Ability to manage individual workloads to ensure business and customer objectives met;
- Ability to work independently, with minimal direct supervision and to utilise extensive technical knowledge and judgment in complex decision making for new situations where no policy or guidance is available;
- Highly developed written and verbal communication skills and, specifically, the ability to identify and communicate complex issues and information;
- Ability to build and maintain strong relationships with internal and external stakeholders.
- Highly developed interpersonal skills;

## KEY RELATIONSHIPS:

### INTERNAL

- Development Services Team
- Waterways and Land Group
- Other Melbourne Water Groups including Asset Management Services, Information Technology, Integrated Planning, Customer and Strategy.

### EXTERNAL

- Developers and consultants.
- Third party service providers.
- Local, State and Federal Government departments and representatives.
- Water Industry and Authority organisations.

## SALARY RANGE:

Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

## OTHER COMMENTS:

This role requires the following:

- Relevant degree qualification in Planning, Engineering or other alike discipline. Equivalent industry experience leading a relevant function may also be considered.
- Experience in statutory or town planning matters.
- Criminal Records Check

Location: 990 La Trobe Street Docklands

Job level: 7

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