

# MELBOURNE WATER POSITION DESCRIPTION

## Statutory Referral Permit Services Area Managers

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Statutory Referral Permit Service Manager	This role has up to six (6) direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Area Manager is a highly experienced and outcome-focused professional responsible for leading a small-medium sized team of Statutory Referral Authority Urban Planning &amp; Engineering experts making, defending and leading best practice Development Decisions on all types of development application referral requirements for Melbourne Water primarily where it is the regional Water or Drainage Authority or Floodplain Manager as set out in the Planning, Subdivision and Building Act &amp; Regulations.</p> <p>This is the Senior Manager role that provides experienced formal leadership and the highest technical knowledge and management function for the Service in their allocated area. The holder is technically independent and can be relied upon to provide, act with and deliver accurate and competent advice and services for most types of technical matter. This role is 1 of 8 or more Leading Expert roles that deliver the Statutory Referral Authority Services for Melbourne Water and resolves most Customer Escalations from their allocated Area. Reporting to the Service Manager and alongside 3 to 5 other Area Managers, this role will also be responsible for operational and strategic leadership as well as technical advice and coaching, the management of a team of up to 6 planning, building and subdivision experts to manage individual workloads, individual performance management and training, managing and responding to escalations, as well as ensuring that the wider team's operational activities and resources are managed to meet the team's targets and key performance indicators.</p> <p>This technical leadership role will work closely with other teams across Melbourne Water and with all stakeholders to negotiate, determine/make recommendations on complex technical engineering and planning determinations regarding best practice Building and Development Design that meets Flood &amp; Drainage Resilience standards to ensure that future Melbourne achieves the highest standard of Integrated Water Management (IWM) and Flood Safety across our Statutory Referral Authority Services. The role will involve negotiation, advocacy, influencing and presentation skills, negotiating for the best outcome for a safe, livable, well designed and sustainable integrated water management future for Melbourne. This role is not one of Policy Formulating or Translation and delivers services with an outcome and performance mindset to deliver the agreed Policy, Guidance, standards and risk framework set by the Business. This includes representing Development Services at governance and industry forums, as well as contributing to (but not being responsible for) development-related strategies, action and implementation plans and designing systems, policies, procedures and other tools to drive the transformational Vision for Service Delivery across the business and the Region.</p> <p><b>Statutory Referral Permit Services</b></p> <p>This role is highest level of technical knowledge in the Service, having significant operational experience of the theory and application of the Victorian Planning System (including Subdivision) both statutory and strategic, the Victorian Building Surveying System, the Planning &amp; Environment Act, the Subdivision Act and Building Act and their associated Regulations. This role will be the delegated Case Manager for statutory planning, building and subdivision decisions for their designated spatial areas, leading a team of up to 6 qualified Case Officers making complex decisions on the future development of Melbourne resulting from Statutory Referrals or other triggers from flood overlays, drainage areas, asset protection overlays or other types of statutory trigger. Decisions will ensure that new land use and development adequately address flood protection, drainage and stormwater quality, waterway amenity and the protection of our built assets. and defending Melbourne Water's decisions to board, tribunals and courts including the Victorian Civil and Administrative Tribunal (VCAT) and Building Approvals Board (BAB). This role also requires experience in the application of Development Standards (Building, Engineering and Asset Protection) to planning, subdivision and building decisions, interpreting complex technical flood advice regarding articulation of hydraulic aspects, flood risk and potential measures that could reduce flood risk and balancing this with wider strategic and state development outcomes to ensure safe, well designed and compliant future places and spaces in accordance with state and Melbourne Water policies and procedures, guidelines and processes. This role will also provide general statutory planning input but not lead or manage - other operational types of land use &amp; development applications and planning scheme amendments, minor capital works projects, and redevelopment projects in the Melbourne Water area. This is a general urban planning &amp; development role where statutory urban planning and development engineering for water knowledge is needed to succeed.</p>	

Job level: Hay 17

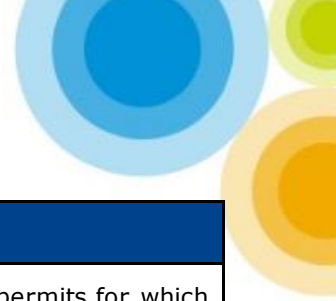
Assessed by: P&C

Date Assessed: October 2021

Last reviewed date:

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### KEY ACCOUNTABILITIES:

- Decision Making Responsibility for all types of statutory development applications and permits for which Melbourne water is a Statutory Referral Authority in line with set Delegations, Policies, Guidelines and Procedures, with very complex decisions escalated to the Service Manager.
- Interpret and apply State and Business Policy and Guidelines on the application of Development Standards where Melbourne Water has a Statutory Referral power including floodplain manager, drainage authority and water authority – with a focus on balancing competing needs as well as resources, timeliness with good urban planning outcomes.
- Defend decisions at VCAT, Ombudsman, BAB and Ministerial enquiries, delivering improved customer service outcomes. Brief expert witnesses and legal representatives as needed with minimal supervision from the Service Manager.
- Interpret and apply expert technical flood advice regarding articulation of hydraulic aspects, flood risk and potential measures that could reduce flood risk in accordance with state and Melbourne Water policies and procedures, guidelines and processes.
- Ensure current agreed Statutory time frames and the Development Customer Service Charter are met.
- Manage work allocation and effectively manage individual and team workload in accordance with KPIs to ensure outputs of each individual are achieved
- Manage the timely and effective resolution of most types of escalations and complaints, and provide support to the Development Planning Service Manager on highly complex complaints
- Provide leadership, mentoring and coaching to team members and support them in their management of their applications and the resolution of complex matters and disputes.
- Undertake Annual Performance, Opportunity and Development (POD) discussions for team members
- Under the supervision of and with management from the Service Manager(s), undertake agreed formal performance management actions and activities
- Support the Service Manager with business improvement activities and Melbourne Water development related planning projects.
- With the support of the Service Manager undertake recruitment
- Ensure relationships with Councils, State Government and other key customers and stakeholders are maintained.
- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

### KEY RESPONSIBILITIES

#### Statutory Referral Application Decisions, Processing and Decision Quality

- Decision Making Responsibility for all types of statutory development applications and permits for which Melbourne water is a Statutory Referral Authority in line with set Delegations, Policies, Guidelines and Procedures, with very complex decisions escalated to the Service Manager.
- Interpret and apply State and Business Policy and Guidelines on the application of Development Standards where Melbourne Water has a Statutory Referral power including floodplain manager, drainage authority and water authority.
- Defend decisions at VCAT, Ombudsman, BAB and Ministerial enquiries, delivering improved customer service outcomes. Brief expert witnesses and legal representatives as needed with minimal supervision from the Service Manager.
- Interpret and apply expert technical flood advice regarding articulation of hydraulic aspects, flood risk and potential measures that could reduce flood risk in accordance with state and Melbourne Water policies and procedures, guidelines and processes.
- Ensure team members are able to clearly and with evidence communicate the basis for and the rationale behind decisions verbally and in writing.
- Ensure that the quality of future development in flood affected areas across Melbourne is maximised by ensuring

### KPIs

- Output measures set by the Group Manager Development Services or Development Planning Services Manager per officer and per team are met e.g. number of decisions per person per week
- Number of VCAT or BAB cases that are overturned on Melbourne Water specific grounds due to decision making errors
- Number of cases that are escalated to the Group Manager Development Services that are contrary to Legislation, Delegations, Policies, Guidelines and Procedures across their Area.

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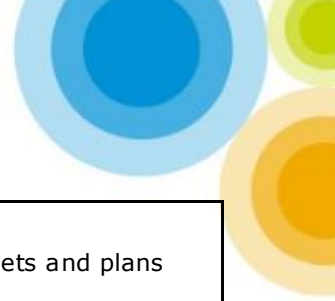
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<p>that the opportunity for good outcomes is realised at all stages of each statutory process e.g. Further Information requests are made the ensure permit applications are compliant before determination</p>	
<p><b>Risk Management and Continuous Professional Development</b></p> <ul style="list-style-type: none"> <li>Keep abreast of, and where required represent Melbourne Water in, government/industry planning, building and other relevant development system streamlining and improvement initiatives and requirements to ensure that the service remains contemporary and in line with new and emerging requirements.</li> <li>Identify areas where Melbourne Water Legislation, Delegations, Policies, Guidelines and Procedures are being successfully challenged or overturned on review and with the Service Manager, make written recommendations to the Group Manager for feedback and resolution.</li> </ul>	<ul style="list-style-type: none"> <li>Number of VCAT or BAB cases that are overturned on Melbourne Water specific grounds due to decision making errors.</li> <li>Number of legal cases brought against decisions.</li> <li>Number of IRIS Risk Management risks not addressed.</li> </ul>
<p><b>Customer Service Excellence and Relationship Management</b></p> <ul style="list-style-type: none"> <li>Comply with the relevant aspects of the Customer Service Strategy as it relates to the Development Services Group.</li> <li>Ensure that the team provides agreed levels of service in relation to development decision making processes, procedures and decisions.</li> <li>Ensure that the team meets all WDIP and service timeframes agreed with the Group Manager Development Services.</li> <li>Ensure that all customer complaints are recorded in the Customer Relationship Management system (CRM) or otherwise agreed system.</li> <li>Ensure that complaints relating to non-UDD matters are immediately escalated to other business areas to ensure appropriate customer service can be provided elsewhere in the Business.</li> <li>Ensure that all complaints are responded to within agreed timeframes and in an agreed format, with support or escalation to the Service Manager.</li> <li>Ensure relationships with Councils, DELWP and other stakeholders in the broader planning environment are managed and enhanced.</li> <li>Work with the other Area Managers and Regional Managers in Development Services and across the wider Service Delivery Group to ensure that local area knowledge is shared to improve outcomes and customer experience.</li> </ul>	<ul style="list-style-type: none"> <li>Number of CRM complaints related to customer service (not decision complaints).</li> <li>Number and type of informal complaint escalations made to the Service Manager.</li> <li>Reputation survey results / customer experience metrics specifically in relation to Development Planning Services team.</li> </ul>

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<b>Team Capability and Performance</b> <ul style="list-style-type: none"> <li>Foster a high performance culture by setting clear individual goals in line with documented expectations, holding people accountable and managing performance.</li> <li>Monitor team performance using systems data and reporting. Highlight impressive performance and identify performance improvement opportunities.</li> <li>Drive the achievement of results, measured both quantitatively and qualitatively.</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>
<b>Lead and Develop People</b> <ul style="list-style-type: none"> <li>Effectively lead and develop the team of up to 6 qualified Case Officers ensuring optimum employee satisfaction and performance.</li> <li>Undertake Annual Performance, Opportunity and Development (POD) discussions for team members.</li> <li>Work with the other Area Managers and Service Manager(s) to ensure performance, standards and expectations are consistent between all staff members.</li> <li>Adhere to all Melbourne Water policies in the recruitment, management and development of employees</li> <li>Identify and arrange formal and informal training for staff growth or underperformance without delay – setting staff up for a success</li> <li>Under the supervision of and with management from the Service Manager(s), undertake agreed formal performance management actions and activities</li> </ul>	<ul style="list-style-type: none"> <li>POD process complied with</li> <li>Weekly performance and work setting meetings held</li> <li>Staff wellbeing supported</li> <li>Staff performance or wellbeing issue raised without delay to the Service Manager(s)</li> <li>Underperforming staff managed and supported with supervision from the Service Manager(s)</li> </ul>

### SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Tertiary qualification in Urban Planning or closely aligned discipline required, statutory planning preferred.
- Demonstrated experience in delegated statutory development decision making in a referral authority, local or state government or equivalent required.
- Extensive demonstrated understanding and continuous professional development in the urban planning and development industry as they relate to floodplain management, waterway management and drainage, waterway health and waterway livability required.
- Demonstrated ability to lead small-medium sized teams of statutory decision makers in a high volume application setting to deliver Key Performance Indicators and Performance Standards and Measures required.
- Demonstrated ability to project manage and determine 4000-5000 development permit application per year of all complexities, often with competing deadlines and priorities.
- Demonstrated experience in managing, preparing evidence and presenting to VCAT, BAB, Ombudsman and appeal bodies, and in training team members in the same skills required.
- Highly developed interpersonal skills together with high level verbal and written communication skills leading small teams and making decision in both a blended working (office and home) environment required.
- High level of external and internal influencing and negotiating skills with the ability to build and maintain strong personal and corporate relationships and gain the confidence and support of stakeholders required.
- Demonstrated ability in using technology, systems, process and new ways of working to deliver services required.

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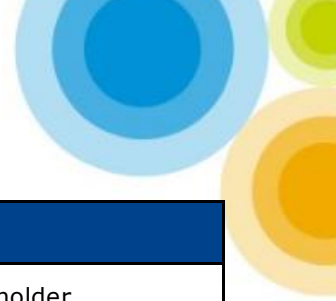
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### KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

#### INTERNAL

- Statutory Developer Services Group
- Waterways and Catchment Operations Group
- Other Melbourne Water Groups including Asset Management Services, Information Technology, Finance, Integrated Planning, Customer and Strategy, Property and Legal teams

#### EXTERNAL

- Landowners and Developers of all types – direct Service Fee income providers.
- Engineering Consultants, Building Surveyors
- Other Water Authorities, service authorities and Floodplain Authorities
- Local, State and Federal Government departments and representatives.
- Water Industry and Authority organisations.
- Professional organisations such as Association of Land Development Engineers, Urban Development Institute Australia, Planning Institute of Australia, Property Council Australia etc

### 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:

- Tertiary qualification in Urban Planning or closely related discipline. Registered Planner with statutory planning and building strongly preferred.
- Previous extensive experience in decision making in complex Victorian Statutory Decision Making, the Victorian Planning and Building Schemes, Acts and Regulations and associated activities related to Urban Planning and Development required.
- Extensive demonstrated understanding and continuous professional development in the urban planning and development industry as they relate to floodplain management, waterway management and drainage, asset protection, building design required.
- Previous experience in interpreting and applying Planning, Development, Building and Engineering complex advice and standards to all types of cases and land scenarios including lead decisions at VCAT, Ombudsman, BAB etc required
- Project, workload and delegated decision making management experience required.
- Experience in the direct management of a Development or closely aligned Service required.
- Experience in a formal people leadership role of small to medium sized teams of experienced technical experts in an aligned field strongly preferred.
- Management business leadership experience in a similar State Infrastructure delivery of Local Government Urban Planning strongly preferred.
- Strategic urban planning policy development preferred.
- A current Victorian driver's licence.
- Criminal Records Check.

Location: 990 La Trobe Street Docklands.