

POSITION DESCRIPTION

Senior Planning Advisory Officer
(POS1736), (POS2022), (POS2451)

Directorate:	Planning & Compliance	Department:	Development Assessment
Position Grade:	15 Planner	Reports to:	Team Leader Development Assessment
Last review:	May 2022	Next review:	May 2024
		Version No.:	2.0

Position purpose:

To provide high quality planning, building and development advice and development assessment services to the Liverpool community.

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing accurate written and verbal advice regarding land use, zoning, planning legislation, Council policies and procedures.
- 2) The provision of high-quality specialist planning, building and development advice to the community.
- 3) The provision of high-quality customer service, Pre-DA lodgement advice, DA lodgement services, written planning enquires and telephone planning advice to the community.
- 4) Critical analysis of development proposals, and ability to review, analyse Pre-DAs and chair Pre-DA meetings and provide accurate and timely advice following the meeting.
- 5) The provision of customer education on development, planning and building matters including training programs, information packages, DA guides, etc.
- 6) Assisting and mentoring Development Planners and staff in the processing of Development Applications and Modification Applications, and interpreting planning issues and legislation.
- 7) Sound time management and organisational skills, with demonstrated experience in managing competing priorities, levels, and volumes of work.
- 8) Meeting the needs of customers (internal and external), to project and promote the image of Council as an efficient, competent, and courteous organisation.
- 9) Ensuring internal and external stakeholders' expectations are met through prompt, courteous and accurate handling of enquiries.
- 10) Facilitating the resolution of customer enquiries/complaints in a tactful, courteous, and effective manner.
- 11) Ensuring that all enquiries are answered in a timely manner, as per Council's policies.
- 12) Reviewing procedures to ensure a high level of development outcomes are maintained.
- 13) Ensuring Council's policies are observed and implemented and ensure policies are reviewed as needed and are in accordance with relevant legislation.
- 14) Providing efficient pro-active informative and responsive service to other departments, other organisations, and the community, consistent with legislation, regulations, Council's policies, objectives, vision, and core values.
- 15) Providing timely appropriate and accurate advice to the Manager Development Assessment, Coordinator Development Assessment, Team Leaders Development Assessment, and staff.
- 16) Recognising the importance of, and contribute to teamwork through cooperation, communication, sharing of relevant information, and provision of responsive accurate advice across the Development Assessment department and Council.
- 17) Being a point of contact and provide issue resolution.
- 18) Receiving customer feedback on the Development Assessment process and the delivery of Council's development services.
- 19) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks, and issues to Coordinator Development Assessment in a timely manner.
- 20) Ability to work flexible hours to achieve and complete required tasks.
- 21) Acting in the capacity of Team Leader Development Assessment as required.
- 22) Other duties as directed by the Manager Development Assessment, Coordinator Development Assessment, and Team Leaders Development Assessment, that are within the scope of your skills, competence, and training.

Decisions made in the position:

- 1) In accordance with Delegation issued by the Chief Executive Officer.

Decisions referred:

- 1) In accordance with Delegation issued by the Chief Executive Officer.

Key issues/challenges:

- 1) Timely and accurate planning advice to the development industry and the community.
- 2) Awareness and understanding of changes to legislation and policy.
- 3) Providing high quality customer service and presenting a positive image to Council.
- 4) Achievement of daily duties and responsibilities.
- 5) Prioritising work/competing priorities.

Key working relationships:

Internal

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| • Manager Development Assessment. | • Staff within Team. |
| • Coordinator Development Assessment. | • Administration Officers. |
| • Team Leaders Development Assessment. | • Customer Liaison Officers. |
| • Business Support Officer and Senior Administration Officer. | • Other Council Staff. |

External

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| • Government Agencies. | • Residents. |
| • Development Industry. | • Individual Applicants. |
| • Business and Community Groups. | • Various Professional Consultants. |

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA	
Qualifications/Licences	
<ul style="list-style-type: none"> Diploma or Degree qualifications in town planning, regional or urban planning, building surveying or related discipline. 	
Experience	
<ul style="list-style-type: none"> Experience in Development Assessment, Building Surveying and the provision of planning advice to the community is considered necessary to ensure the desired level of expertise/knowledge to adequately carry out the functions of the position. Experience communicating with various internal and external stakeholders including the ability to deal with the community and professional industry to achieve the best possible outcome. Demonstrated ability to interpret Acts and policies and to make appropriate decisions bearing in mind the circumstances and the legislative requirements. Experience processing planning related enquiries. Experience and ability to work in a team environment. 	
Knowledge and Skills	
<ul style="list-style-type: none"> Knowledge of Occupational Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity. Excellent written and verbal communication skills including the ability to resolve planning issues through effective mediation, negotiation, and conflict resolution. Excellent interpersonal and public speaking and presentation skills. High level customer service and case management skills. Comprehensive knowledge of the Environmental Planning & Assessment Act, Environmental Planning and Assessment Regulations and Local Government Act. Analysis and application of legal advice and court judgements. Ability to critically analyse and assess Statements of Environmental Effects, Environmental Impact Statements, and reports, with a high attention to detail. Demonstrated general computer skills and ability to use Microsoft applications including Word, Excel and Powerpoint. Effective time management skills. 	
DESIRABLE CRITERIA	
Qualifications/Licences/Experience/Knowledge and Skills	
<ul style="list-style-type: none"> Ability to have a creative approach to the processes and any reviews that may be undertaken. Communication skills in explaining circumstances and legislative requirements. Multi skilled in understanding planning and building related matters. Experience using the Pathways and TRIM computer applications. 	

**LIVERPOOL
CITY
COUNCIL**



Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous