



Position Description

Planning Officer

Division	Planning and Place
Business Unit	Development Assessment
Grade	NB H
Job Code	JC00145

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Development Assessment Overview

The Development Assessment Business Unit responsibly assesses development applications, provides advice on development issues and effectively communicates processes, decisions and outcomes to community stakeholders. The Business Unit acts as the consent authority for several applications and represents Council on Regional Panels and the Land and Environment Court.

Purpose of the Position

The Planning Enquiries Officer acts as the initial point of contact with customers in relation to development assessment enquiries. The Planning Enquiries Officer provides general development advice to internal and external customers, ensuring technically accurate information is provided to customers to deliver on the Business Unit's strategic and operational objectives.

Key Accountabilities

- Provision of information and advice to enquiries and pre-lodgement requests relating to planning and development.
- Be able to interpret and provide advice on the NSW Planning systems, including the Environmental Planning & Assessment Act 1979, Environmental Planning & Assessment Regulation 2000, State Environmental Planning Policies, Local Environmental Plans and Development Control Plans.
 - Be able to advise stakeholders on where to find information, systems and planning controls on both Council and State Government webpages.
- Build and maintain productive relationships with internal and external stakeholders.
- Undertake preliminary reviews of applications.
- Be proactive in developing and maintaining continuous improvement culture of all processes, systems and activities for improved customer service, efficiency and effectiveness in service delivery.

Key Challenges

- Prioritising the competing demands within the team.
- Managing the expectations of other stakeholders outside the Unit seeking timely input to information requests.
- Delivering accurate and consistent work within tight timeframes in a fast-paced high volume work environment.

Key Internal Relationships

Who	Why
Manager Development Assessment	• Provide high level support and updates on key issues and priorities. • Escalate issues and propose solutions. • Receive guidance.
Team	• Provide support. • Provide and receive guidance.
Stakeholders	• Manage the flow of information, seek clarification and provide advice and responses. • Develop and maintain effective working relationships and open channels of communication.

Key External Relationships

Who	Why
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Community Groups	Provide information and written and verbal responses to enquiries.
Stakeholders	• Manage expectations. • Provide information and written and verbal responses to enquiries.

Key Role Dimensions

Decision Making

This role operates autonomously to manage their day-to-day activities in line with priorities agreed with the Manager Development Assessment and in line with Council delegations.

Reports to

Manager Development Assessment

Direct Reports

N/A

Budget

N/A

Essential Criteria

- Demonstrated experience in the planning enquiry field and/or having tertiary qualifications or undertaking current studies in town/urban planning or a related field.
- Demonstrate an ability to provide effective and quality Customer Service with a focus on a positive Customer Experience.
- Demonstrated experience in effective communications with a range of stakeholders including:
 - Highly developed interpersonal skills:
 - Written and verbal communication;
 - Ability to work in a team as well as independently;
 - Problem solving.
- Demonstrate a strong working knowledge and understanding of the NSW Planning systems, including the Environmental Planning & Assessment Act 1979, Environmental Planning & Assessment Regulation 2000, State Environmental Planning Policies, Local Environmental Plans, and Development Control Plans.
- Sound understanding of the development application process and other related applications i.e. Zoning Certificates, Planning Proposals, Complying Development Certificates, Construction Certificates, Building Certificates, and Subdivision Certificates.
- Demonstrated working knowledge of basic computer and GIS systems, including the ability to adapt to new software.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Intermediate	Demonstrate Accountability
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Adept	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Foundational	Deliver Results
	Think and Solve Problems	Intermediate	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 Resources	Finance	Foundational	Technology and Information
	Assets and Tools	Foundational	
	Technology and Information	Intermediate	
	Procurements and Contracts	Foundational	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicator
Demonstrate Accountability	Intermediate	Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicator
Community and Customer Focus	Intermediate	- Identifies and responds quickly to customer needs - Demonstrates a thorough knowledge of services provided - Puts the customer and community at the heart of work activities - Takes responsibility for resolving customer issues and needs
Deliver Results	Foundational	- Takes the initiative to progress work tasks - Clarifies work required and timeframe available - Identifies what information/resources are needed to complete work tasks - Checks own work for accuracy, quality and completeness - Completes tasks under guidance, on time and to the required standard
Technology and Information	Intermediate	- Shows confidence in using core office software and other computer applications - Makes effective use of records, information and knowledge management systems - Supports the introduction of new technologies to improve efficiency and effectiveness