

Position Description

Manager Planning and Development

Position Number	30005
Classification	Contract
Reports To	Director Infrastructure Planning and Environmental Services
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

This position is directly responsible for the day to day operations including management responsibility of the Town Planning, Building and Plumbing Sections.

Management of the operation of the department in accordance with Council policy, to ensure it meets its customer service, legal and overall financial management responsibilities.

Provision of an efficient, accurate and effective service to the community, and contribute positively to the built environment of Burdekin Shire.

Ensuring continuous improvement is achieved through ongoing review of planning and development business processes within areas of corporate responsibility and demonstrated leadership in people management and development.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Provide effective personal leadership focusing on the continuous improvement and best practice in customer service by:
 1. setting clear direction and objectives,
 2. ensuring effective two-way communication with staff,
 3. development of decision making and delegation of authority,
 4. inspiring motivation towards achieving performance standards, and
 5. developing staff confidence and skills.
- Develop a comprehensive of the provisions of the Planning Act 2016, the Town Planning Scheme and any other relevant statutory legislation related to development assessment and land use planning.
- Ensure that Council decisions are executed promptly and effectively, ensuring that all required reports are supplied on time for Council meetings, and attend meetings of Council as required.

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- Provide expert planning advice to other areas of Council's operations including: Committees, Boards, the Director Infrastructure, Planning and Environmental Services and Senior Leadership Group, Planning and Development staff and to other departments as required.
- Maintain effective and co-operative communication with community organisations, businesses, neighbouring Council's and other government authorities and departments.
- Ensure all financial and corporate objectives are achieved and reported and initiate appropriate action on any variations.
- Keep up-to-date on advances in technology and, in consultation with staff, request the introduction of technology which can improve customer service, productivity and quality.
- Promote and maintain a positive organisational image and good community relations by providing quality customer service to both internal and external customers.
- Report to Director in a timely manner on issues and activities likely to influence Council operations or adversely affect relations with Council's customers.
- Maintain good public relations and treat relevant work-related information as confidential.
- Ensure that equal opportunity and occupational health and safety practices are followed in all department activities.
- Undertake the preparation and implementation of policies, procedures and systems in functional areas which ensure sound management and achievement of corporate and financial objectives, including preparation of operational plan.

Position Requirements**Knowledge**

- A thorough understanding of the underlying principles of Development Assessment and Strategic Planning operating environment.
- Comprehensive knowledge of relevant legislation including the Planning Act 2016 and how it relates to this role.
- Proven high performance in most or all aspects of a Planning and Development Department's operation is also considered essential.

Skills

- The ability to make decisions on all matters which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards.
- Highly developed skills in reading and interpreting legislation.
- Personal characteristics of being a "team player" with broad vision and the ability to provide leadership to department staff.
- Good communication and interpersonal skills.
- Highly developed skills in problem solving and conflict resolution.
- Highly developed negotiation skills.

Abilities

- Ability to lead multi-disciplinary teams with a focus on continuous improvement and customer responsiveness.
- Ability to assess complex development applications and present recommendations clearly in written and verbal form to internal and external stakeholders, including Council.
- Ability to translate strategic planning objectives into practical actions, policies and service improvements aligned with Council's corporate and operational plans.

Other Requirements

- Commitment to maintain up-to-date knowledge of legislative changes, industry trends and statutory obligations relevant to the Planning and Development portfolio.
- Ability to effectively engage with local development issues, internal teams and community stakeholders.

Experience and Qualifications

- A relevant tertiary degree in Urban and/or Regional Planning or significant equivalent experience is essential.
- Possession of a current Queensland 'C' class drivers' licence.

Core Competencies

These competencies relate to positions at management level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.
- Set the goals and parameters.
- Identify major issues.
- Ensure that all team members know the goals, parameters, and major issues.
- Facilitate input by team members.
- Make timely decisions.
- Assign tasks.
- Coach team members.
- Ensure that the team monitors progress, analyses results, and make appropriate changes.
- Establish and maintain an effective team environment.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customers' expectations and base the service on this knowledge.

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- When appropriate, treat major customers like business partners in designing Council's services.
- Develop and implement strategies to coach and train colleagues and teams to improve customer service.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues.
- Provide complex information in plain language.
- Speak in a manner that suits the audience.
- Actively listen.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of written and verbal communication.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.
- Monitor implementation of strategies for improving quality and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of work.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.
- Monitor implementation of strategies for reducing adverse impacts on the environment and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to reduce adverse environmental impacts.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

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- Develop and implement strategies to coach and train colleagues and teams to improve work health and safety.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.
- Analyse and improve efficiency in the workplace.
- Develop and implement strategies to coach and train colleagues and teams to improve workplace efficiency.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.