



Position Details

Position title:	Senior Planning Compliance Officer
Award Classification:	Band 7
Department:	Safety & Amenity
Division:	City Growth & Development
Date Approved:	October 2026
Approved By:	Manager Safety & Amenity

Organisational Relationships:

Reports To:	Coordinator Planning Compliance
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants, and Contractors

Position Objectives

- Exercise personal judgment to respond to service requests within agreed standards.
- To act as an Authorised Officer of Council and contribute to improving the amenity and safety for residents and visitors of the municipality by ensuring compliance with the Port Phillip Planning Scheme and related permits and other applicable legislation.
- Assist the Coordinator Planning Compliance in the delivery of enforcement services, often of a complex and/or sensitive nature in the investigation of breaches of the Planning and Environment Act 1987, Port Phillip Planning Scheme, planning permits, and s173 Agreements applying to land.

- To proactively identify and promptly respond to, investigate, and resolve alleged breaches of the Planning and Environment Act, the Port Phillip Planning Scheme, planning permits and related legislation
- Pro-actively assist in developing improved effectiveness and efficiency of the Planning Compliance Unit.
- To investigate, collect and record evidence of alleged planning breaches, present that evidence in a court of competent jurisdiction, or at the Victorian Civil and Administrative Tribunal

Key Responsibilities and Duties

Investigation and Compliance Monitoring

- Undertake investigations, inspections and activities relating to the functions of the Planning Compliance Unit, often of a complex and/or sensitive nature, to ensure compliance with Planning Scheme requirements including related permits and applicable legislation.
- Assist the Planning Compliance Coordinator in responding to technical, procedural and/or administrative matters, generated by customer enquiries and Councillor requests.
- Ensure that service requests are handled in a timely, accurate and customer service-oriented manner, with investigations and actions being consistent with State Legislation and Council requirements.
- Act as the informant and issue Infringement Notices for breaches of Planning requirements and/or relevant State Legislation and where required prepare Briefs of Evidence for prosecution by Council's prosecutor and provide evidence in the Victorian Civil and Administrative tribunal (VCAT) or other courts of competent jurisdiction.
- Ensure investigations and requests for service are properly documented and maintained up to date in Council's computer system and files

Customer Service

- Provide effective communication and information to affected parties regarding the unit's service standards and the requirements of the Planning Scheme and related permits and legislation

- Ensure the timely resolution of disputes to the satisfaction of all parties by the effective use of oral and written communication skills, liaison and mediation skills, whilst adhering to the relevant Council service standards and State Legislative requirements
- Manage and prioritise workload to ensure cases are progressed and resolved in a timely manner to agreed standards
- Develop professional partnerships and high levels of communication with internal Departments, Regulatory Authorities, and other internal/external stakeholders.

Other Duties

- Act in accordance with Council Policies and Procedures and provide support with input into policy and procedure updates in consultation with Planning Compliance Coordinator if required.
- Lead innovative customer service improvements and key projects as they relate to systems and operations of Planning Compliance.
- Mentor staff to secure successful enforcement outcomes, ensuring investigations and inspections are carried out in accordance with relevant legislation and required tasks are completed in a timely and appropriate manner to a high standard.
- Undertake special project work as required.
- Undertake a range of other duties that are within the limits of the employee's skill, competence, training and authority

Accountability and Extent of Authority

- Experience and broad understanding of Local Government procedures and State Legislation, its processes, requirements and procedures, and possesses the ability to convey those requirements to internal and external clients
- Initiative to ensure that service standards are met, or exceeded, and discretion to act within established operating guidelines whilst exercising all powers as authorised by Council under all relevant legislation
- Provide support with input into policy and procedure updates in consultation with Planning Compliance Coordinator if required.
- Responsible for contributing and achieving the vision, goals and targets of the Business Unit, whilst maintaining their personal time management schedules ensuring tasks are completed within agreed timelines and standards

- Brief and support Council's legal representatives in relation to investigations resulting in legal action
- Liaise with representatives of other government departments to achieve coordinated outcomes
- Undertake enforcement action under the Planning and Environment Act, Liquor Control Reform Act, and any other relevant act as required

Judgement and Decision Making

- Demonstrate high level problem solving, investigative and analytical skills, with the capacity to discuss specialist and technical issues with external networks to determine solutions and/or options best suited to Council in the pursuit of resolutions.
- Make decisions based on knowledge of Council's policies and procedures, the Planning and Environment Act 1987, and relevant legislation in consultation with Planning Compliance Coordinator.
- Guidance and advice are not always available and will make decisions based on policies and procedures.

Specialist Skills and Knowledge

- Extensive knowledge and expertise in Planning Schemes and relevant legislation including the legal, financial, and social impacts.
- Sound understanding of planning issues affecting a highly developed and growing inner metropolitan municipality.
- Analytical problem solving and investigative skills that enable resolution of Planning Compliance matters.
- Strong technical knowledge and application of planning legislation and law combined with law enforcement procedures in a local government context.
- Demonstrated experience in investigations that have proceeded to the Victorian Civil Administrative Tribunal (VCAT) and/or Magistrates' Court.

Management Skills

- Ability to provide mentoring to Planning Compliance officers
- Ability to set priorities, organise and monitor work to meet the required outputs and timelines of the Planning Compliance Unit.
- Ability to critically analyse and proactively improve systems and processes.
- Time management and planning skills to achieve objectives despite conflicting pressures.
- The ability to manage relationships, initiate and facilitate meetings of parties to resolve disputes
- Undertake complex investigations, prepare reports, and make recommendations whilst utilising a proactive and seamless approach to problem resolution, including coordinating with other Council inspection services when applicable
- Ability to coordinate with other stakeholders where applicable for collaborative and comprehensive outcomes

Interpersonal Skills

- Excellent communication skills both verbal and written, with the capacity to represent Council and gain cooperation for positive exchanges or outcomes at professional forums, community or stakeholder engagements, or tribunals such as VCAT.
- Ability to prepare complex internal/external correspondence and reports.
- Ability to build and maintain productive and effective relationships at all levels of the organisation, delivering a customer focused service and exchange.
- Excellent community engagement and liaison skills to represent the City of Port Phillip in a professional manner when dealing with the community.
- Excellent verbal skills with the ability to concisely articulate complex technical matters to non-expert audiences.
- Ability to liaise with counterparts in other organisations to discuss and resolve planning compliance matters.
- Motivate and encourage others to uphold values and behaviours through leading by example.

Qualifications and Experience

- Academic: A relevant degree or diploma in Planning, Planning Law or equivalent with experience or lesser formal qualifications with extensive relevant experience.
- Experience:
 - Demonstrated experience in a planning, legal or regulatory environment, preferably in the Government sector.
 - Ability to mentor and lead employees.
 - Strong technical knowledge and application of planning legislation and planning law combined with law enforcement procedures in a local government context.
 - Demonstrated experience in investigations and enforcement, including management of cases that have proceeded to the Victorian Civil Administrative Tribunal (VCAT) and/or Magistrates' Court.

Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification
- Working with Children Check

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding, and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse



(CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- A relevant degree or diploma qualification in Statutory Planning, Planning Law, or equivalent with several years relevant experience or lesser formal qualifications with extensive experience, specifically in a planning or regulatory team, preferably within a Local Government setting.
- Demonstrated sound technical knowledge of planning legislation and planning law combined with strong experience in law enforcement actions and procedures in a government context.
- High level problem solving, investigative and analytical skills, and a track record of developing solutions to planning enforcement issues in a complex operating environment.
- Demonstrated experience in mentoring and motivating staff, fostering a positive workplace culture, and developing people.
- Demonstrated experience in investigations that have proceeded to the Victorian Civil Administrative Tribunal (VCAT) and/or Magistrates' Court.
- Demonstrated ability to deal effectively and diplomatically with conflict, complaints, and enquiries from a range of stakeholders, ensuring Council is professionally represented at all times.
- Highly developed interpersonal skills and proven written and oral communication skills.



Position Description

PD Senior Planning Compliance Officer October 2026

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First