



33 Goldie Street
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SMITHTON TAS 7330
council@circularhead.tas.gov.au
(03) 6452 4800
www.circularhead.tas.gov.au

PD025
DEVELOPMENT
SERVICES OFFICER

Classification:	Level 3 Grade 1-5
Directorate:	Infrastructure and Development Services
Reporting to:	Manager Planning and Regulatory Services

1. OUR VALUES

We embrace **EQUITY**

- We foster an inclusive culture that values diversity to create a sense of belonging for all.
- We acknowledge the diverse needs and perspective of others to ensure that everyone is treated with respect and kindness.
- We seek opportunities to enhance our understanding of equity issues and continually improve practices.
- We actively seek feedback, assess our initiatives, and adapt our strategies to better meet the evolving needs of our community.

We foster **CONNECTION**

- We foster positive relationships, among team members and with our community, to create a sense of togetherness and shared purpose.
- We strengthen the bonds with our community and recognize the unity is our greatest asset.
- We encourage open and transparent communication to build trust and strengthen connections.
- We embrace the power of collaboration and encourage diverse perspectives and ideas.

We deliver **EXCELLENCE**

- We take pride in the standard of our work, to consistently deliver quality results to the community.
- We understand that to deliver excellence we need to balance our work commitments with self-care and our family needs.
- We actively participate in continuous learning opportunities and willingly share knowledge and ideas.
- We adapt to change and contribute by offering innovative ideas and view obstacles as opportunities.



2. POSITION OVERVIEW

The Development Services Officer supports the effective delivery of Council's Planning, Building, Plumbing, Compliance and Environmental Health functions by providing skilled operational and administrative support within the Development and Regulatory Services team. A initial priority of the position is to assist the team to reduce the backlog of outstanding compliance and regulatory matters by progressing, reviewing and coordinating files, records, follow-up and processing tasks.

The position undertakes established and non-routine processes, reviews and analyses information, maintains accurate records, prepares correspondence and supports specialist officers to progress matters efficiently. The role works with general guidance from the Manager Planning and Regulatory Services and relevant regulatory officers.

The position does not exercise statutory delegations or make final regulatory, planning, building, plumbing or environmental health determinations. Within established parameters, the position applies relevant procedures and straightforward legislative requirements, exercises judgement in progressing matters and refers matters requiring professional assessment or statutory judgement to the appropriate authorised officer.

3. KEY POSITION ACCOUNTABILITIES

3.1 3.1 Customer Service

- Receive, record and direct incoming correspondence and customer enquiries relating to Development and Regulatory Services.
- Provide information to customers about Council processes, application requirements and timeframes by applying approved information, procedures and relevant requirements within the scope of the role.
- Undertake follow-up with customers, applicants, property owners and other parties as required, including requests for outstanding information or documents.
- Provide courteous and professional customer service, including when dealing with difficult or sensitive enquiries.
- Identify matters requiring specialist technical, legislative or statutory advice and determine when escalation or referral to the appropriate specialist or authorised officer is required.
- Work cooperatively with team members and other Council staff to support consistent and timely customer service.
- Coordinate customer service responses where enquiries involve multiple Development and Regulatory Services functions, including planning, building, plumbing, compliance and environmental health.

3.2 Regulatory and Backlog Support



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- Process regulatory work across Planning, Building, Plumbing, Compliance and Environmental Health using established procedures, checklists, policies and relevant requirements.
- Review historical and outstanding files to determine the recorded status of matters, identify missing or inconsistent information and outstanding actions, and determine appropriate routine next steps or referral to the relevant officer.
- Locate, retrieve, scan, index and organise electronic and physical records to support the review and progression of outstanding matters.
- Prepare file chronologies, record summaries and document packs by researching and analysing existing Council information from multiple sources for review by the relevant officer.
- Receive and enter applications, correspondence and supporting documents into Council systems, assess completeness against established requirements and identify missing or inconsistent information for follow-up.
- Prepare letters, acknowledgements and requests for information using approved formats, with review or approval by the relevant officer where technical or statutory content is required.
- Update registers, workflow systems and file records to accurately reflect the status and actions associated with each matter.
- Track allocated actions and due dates, determine and undertake appropriate routine follow-up, and escalate overdue, unresolved or non-routine matters to the responsible officer.
- Assist with resolving files once the relevant officer has confirmed that the matter is complete.

3.3 Records, Systems and Team Support

- Maintain accurate, complete and well-organised records in Council systems in accordance with Council requirements.
- Undertake data checking, data cleansing and reconciliation of records and registers, investigate straightforward discrepancies and resolve or refer matters outside the scope of the role.
- Extract, collate and analyse statistical and operational information from Council systems for reporting purposes and identify basic trends or issues for consideration.
- Identify and recommend practical improvements to forms, templates, records and work processes to improve accuracy, consistency and efficiency.
- Provide operational back-up to other members of the Development and Regulatory Services team as required.
- Carry out other duties appropriate to the skills, knowledge and experience of the position as directed by the General Manager or delegate.



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4. ORGANISATIONAL ACCOUNTABILITIES

4.1 Continuous Improvement

- Apply agreed work methods, review work practices and identify or recommend practical opportunities to improve processes, accuracy and efficiency.

4.2 Work Health and Safety

- Take reasonable care for your own health and safety and ensure that your actions or omissions do not adversely affect the health and safety of other people.
- Comply with Council work health and safety requirements and relevant responsibilities under the *Work Health and Safety Act 2012*.

4.3 Financial and Asset Management

- Use Council resources responsibly and comply with relevant purchasing, procurement and financial procedures applicable to the position.

4.4 Risk Management

- Maintain awareness of Council risk management requirements relevant to the position.
- Promptly raise any matter that may create a safety, legal, financial, service delivery or reputational risk through the appropriate supervisory structure.

4.5 Corporate Accountabilities

- Comply with legislative requirements relevant to the duties of the position.
- Understand and support Council's Strategic Plan objectives and values.
- Comply with workplace policies and procedures, lawful instructions, delegated authority and Council plans.
- Follow Council's Code of Conduct and maintain the confidentiality and integrity of Council information and records.
- Support a child safe culture that upholds the National Principles for Child Safe Organisations.



5. COMMUNICATIONS

The position is expected to maintain professional and effective working relationships within the Development and Regulatory Services team, across Council and with management.

The position may have contact with the Mayor and Elected Members and is expected to communicate professionally and within the scope of the role.

A high standard of professionalism, confidentiality and customer service is required in all interactions with community members and external parties.

6. FIT FOR WORK

This position is primarily office-based and is likely to require a certain amount of physical activity, such as:

Physical Demands	Never	Occasional	Frequent	Constant
Stooping	X			
Climbing	X			
Walking			X	
Lifting		X		
Pushing		X		
Pulling		X		
Reaching		X		
Standing			X	
Twisting		X		
Squatting		X		
Sitting			X	
Kneeling		X		
Bending		X		
Noise		X		
Support one hand		X		
Two hands required		X		
Vibration one hand	X			
Vibration two hands	X			



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7. SELECTION CRITERIA

7.1 Qualifications/Position Requirements

- Completion of Year 12 or a Certificate III or IV in Business, Local Government or another relevant field, or an equivalent combination of relevant skills and experience.
- Current Driver Licence.
- Satisfactory Police Check.

7.2 Essential Knowledge and Experience

- Demonstrated experience in electronic record keeping, data management, customer service or similar officer-level work in a structured environment.
- Strong attention to detail and the ability to work accurately through high-volume or repetitive tasks.
- Ability to interpret and apply established procedures, policies and straightforward legislative requirements, exercise sound judgement within the scope of the role and recognise when a matter requires referral to another officer.
- Good interpersonal skills and the ability to provide professional customer service, including in difficult or sensitive situations.
- Strong written and verbal communication skills, including the ability to prepare clear correspondence and accurately summarise information from multiple sources.
- Ability to organise and prioritise assigned work, manage competing priorities, exercise initiative in progressing matters and complete tasks within agreed timeframes.
- Sound computer skills, including Microsoft Office and the ability to learn electronic record keeping, workflow and regulatory systems.
- Ability to handle confidential and sensitive information appropriately.
- Ability to interpret plans, maps, property information and related records, and accurately analyse and transfer information between records and systems.

7.3 Desirable

- Experience in local government or another regulatory, planning, building, compliance or statutory environment.
- Experience using electronic document and records management systems, registers or workflow systems.
- Some understanding of planning, building, plumbing, compliance or environmental health processes.
- Relevant experience in local government or another regulatory, planning, building, compliance or statutory environment.



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8. ACCEPTANCE OF POSITION

I agree to the current requirements of the Position Description as at: Date:

Employee Name:

Employee Signature:

General Manager Approval: Date: