



# MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

<b>POSITION:</b>	Planning Support Officer
<b>EMPLOYMENT STATUS:</b>	Maximum Term Contract (maternity leave relief)
<b>AWARD CLASSIFICATION:</b>	Level 3 Queensland Local Government Industry (Stream A) Award – State 2017 Mount Isa City Councils Certified Agreement
<b>DEPARTMENT:</b>	Executive Services
<b>SECTION:</b>	Development and Land Use

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## POSITION OBJECTIVE

In the role of Planning Support Officer, you will provide administrative and support services to the Development and Land Use section within Council to ensure the delivery of essential services and information to both internal and external clients.

## ORGANISATIONAL RELATIONSHIPS

Reports to: Manager Development and Land Use

Supervises: Nil

## REQUIREMENTS OF THE POSITION

### Skills, Knowledge & Experience

- Well-developed comprehension skills with the ability to summarise a document, report and correspond in an accurate and concise manner;
- Well-developed written communication skills including demonstrated ability in letter writing and consultation;
- High level of confidentiality and ability to exercise discretion in a professional manner is essential;
- High level ability in the correct use of spelling, punctuation and grammar;
- High level organisational skills;
- Well-developed interpersonal communication skills with a high level of customer service aptitude;
- High level skills in advanced word processing and the ability to accurately record, prepare and distribute agendas, minutes and notices;
- High level of computing skills using Microsoft Suite of programs essential;
- A team approach and the ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve outcomes;
- Self-motivated with strong time management skills and well-developed ability to prioritise tasks;
- Strong ability to use initiative and problem-solving techniques;
- Ability to interpret GIS Services (Including Council's Mapping software), service and various types of plans received within the section (building, CTMS Plans, development, etc);
- High level of knowledge of Microsoft Suite of programs, Google Earth and Qld imagery;
- Strong understanding of administrative responsibilities and expectations;
- Strong understanding of development applications;
- Knowledge of financial processes (e.g. raising orders and prompt and accurate payment of invoices, and arranging reimbursements, etc);
- Sound knowledge of preparing and updating procedure standards;

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**Planning Support Officer – Development and Land Use**

- Extensive experience in providing administrative support in a similar sized organisation operating a diverse range of businesses; and
- Demonstrated experience in agenda creation, minute taking, coordination of correspondence.

**Qualifications and/or Experience**

- Certificate IV Business Administration or equivalent.
- Current "C" class Driver's Licence or ability to acquire a licence prior to officially commencing in the role.

**Training**

- Training deemed essential for the position in accordance with Councils Training Matrix.

**KEY RESPONSIBILITIES**

This position is responsible for the following areas and includes but is not limited to:

**Organisational Administration**

- Provide a high level of administrative and support services to the Manager Development & Land Use and Planning function.
- Compile outgoing and internal correspondence and other documentation as required by the Development & Land Use function in a professional, timely, efficient manner and in accordance with applicable legislation, being *Planning Act 2016*.
- Maintain section specific records within all aspects of the planning function, and in accordance with the applicable legislation.
- Responsible for the filing of all Development & Land Use section's outgoing correspondence and internal correspondence in Council's electronic record management system, adhering to guidelines for easy recovery when required
- Accurately prepare, update and maintain the Section's applications/permits spreadsheets for all Development & Land Use section's applications on a daily basis.
- Efficient and timely collation and compilation of Development & Land Use reports for submission to the Director and Council on a monthly and quarterly basis.
- Compile and prepare agendas, minutes and ancillary documents for any meeting related to the Development & Land Use section and undertake associated activities as required in a timely and efficient manner.
- High level of ability to proof read and attention to detail (review all outgoing and internal correspondence distributed from the Planning function).
- Provide and maintain high level of confidentiality.
- Data entry into PCS ordering system for creating Purchase Orders
- Provide efficient and timely answering of telephone enquiries for the Development & Land Use section and assist in the answering of the central Departmental telephone enquiries.
- Prepare briefing notes on complex and sensitive issues
- Provide efficient and timely administrative support including typing, mail merge and distribution of correspondence for the Section
- Provide support to other administrative staff as required.
- Where applicable disposal of sensitive Planning documentation/correspondence in accordance with Council's privacy guidelines (e.g. shredding)
- Processing of application files for permits, licences, applications for the Development & Land Use section.
- Coordinate the distribution and return (including the preparation, recording of documentation into Dataworks, MagiQ and placement on file) of internal assessment request forms relating to permits, licences, applications and queries received by the Development & Land Use section.
- Photocopying, filing, registration of documentation and other general administration tasks
- Actively contribute to the team and promote best practice.
- Provide prompt, accurate and timely support to customer queries on issues relating to the Planning function.
- Manage notifications received from all Council systems (e.g. iCasework) for the function.
- Utilise complaint management strategies to ensure a high level of customer service.

### **Planning Function**

- Effective and efficient preparation of complex legislation documents associated with Planning function, these include but are not limited to;
  - Confirmation notices
  - Action notices
  - Information requests
  - Decision notice (approval and refusal)
  - Negotiated decision notice
  - Decision notice
  - Approval of amended plans
  - Agreements of extended legislation period
  - Infrastructure change notice
  - Public Notification documents
  - Extension of Currency period for development permit
- Knowledge of, or ability to attain an understanding of, relevant legislation that informs Planning activities. This includes the Building Act 2016, Planning Act 2016, Local Government Act 2009, coinciding regulations and by-laws pertaining to or made by Council.
- High level of investigation skills and capability to provide concise relevant information to Planning function.
- Ability to co-ordinate and monitor legislative timeframes ensuring deadlines are met as required.
- Undertake initial assessment and processing of development permit applications.
- Reasonable knowledge or sound understanding of the planning application and approval processes.
- As directed, liaise with associated external stakeholder such as Consultants, Building Certifiers and Solicitors.
- Carry out research and other duties as directed and required pertaining to the effective delivery of planning services.
- Preparation and placement of the Development & Land Use section public notices in the North West Star (or other newspapers) in a timely manner whilst adhering to Council's corporate communication guidelines, or other documentation as required.

### **Physical Requirements**

It is an inherent requirement of the position to be able to;

- Transfer and carry items such as property file and archive boxes in accordance with Council's applicable policies.
- Sit continuously for extended periods of time.
- Access stairs.

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

### **KEY PERFORMANCE INDICATORS**

- Prepare correspondence consistently using the correct spelling, punctuation and grammar
- Consistently investigate, interpret and provide correspondence which accurately conveys to planning function information required to be distributed as needed.
- All assigned tasks completed accurately, professionally and within the specified timeframe set out by the Manager Development & Land Use or legislation.
- The ability to work autonomously.
- Provides a high level of administrative and support services to the Manager Development & Land Use and Planning function.
- Accurate and efficient filing of all outgoing and internal correspondence generated by the Development & Land Use section.
- Accurately manage maintain and update of Development and Land Use spreadsheets.

**Planning Support Officer – Development and Land Use**

- Regular and systematic performance reporting to the Manager Development & Land Use evidenced through the completion of projects within agreed timeframes and budget (if applicable)
- High level of confidentiality maintained
- High level of customer service demonstrated
- High level of participation and commitment to team outcomes
- All liaisons carried out in a professional manner being a positive ambassador for Mount Isa City Council
- Consistently meets corporate obligations
- Develops, promotes and complies with Council's policies and procedures
- Other targets as outlined in a Performance Review are achieved
- Effectively process customer complaints ensuring compliance with Council's Policy and Procedure

Note: These key performance indicators will outline the annual performance review associated with the position.

**DELEGATION AUTHORITY AND ACCOUNTABILITY**

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Manual;
- Other delegations as determined by the CEO or Council.

**ORGANISATIONAL COMMITMENTS**

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

**WORK HEALTH AND SAFETY**

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Council's WH&S Officer and Supervisor.

**GENERAL**

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

**Selection Criteria – Planning Support Officer**

SELECTION CRITERIA		WEIGHTING (%)
SC1	Excellent communication, writing and comprehension skills with the ability to summarise a document, report and correspond in an accurate and concise manner.	MANDATORY 25%
SC2	High level of organisational skills including time management and prioritisation with the ability to co-ordinate and monitor timeframes ensuring deadlines are met as required.	20%
SC3	Demonstrated ability to problem solve, work autonomously, use initiative and be self-motivated.	20%
SC4	High level of computer skills in a variety of programs inclusive of Microsoft Office Suite 365. Provide demonstrated experience on previous use of suite programs.	20%
SC5	Minimum three (3) years' experience in a similar role, preferably in Local Government and demonstrated ability to interpret legislation.	15%

**AUTHORISATION**

Manager: Gayle Houston

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Date originated: 29 May 2013

Date reviewed: 29 January 2020

**EMPLOYEE DECLARATION**

I, the undersigned acknowledge receiving a copy of the Planning Support Officer Position Description:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_