

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik’s vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation’s values and customer first commitments.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik’s values

- Respect 

- Integrity 

- Collaboration 

- Adaptability 

- Community 

Our Customer First Commitments

1. Empathetic

2. Consistent

3. Effective

4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Planning Investigations Officer
Position Number:	1164
Classification:	Band 5
Tenure:	Permanent, Full Time
Directorate:	Planning, Environment and Strategy
Department / Unit:	Planning and Environmental Health Services
Reports To:	Statutory Planning Coordinator (Planning and Investigations)
PD approved by Manager:	Manager Planning and Environmental Health
Date approved by Manager:	November 2024
Date approved by HR:	November 2024

1. Position Purpose

The Planning Services Unit plays an integral role in coordinating development within the Shire which accords with Council's planning and environmental policies. This position provides compliance and customer service expertise in order for Council to carry out its statutory obligations in administering and enforcing the Nillumbik Planning Scheme and Planning and Environment Act 1987.

2. Position Objectives

The objectives of the position are:

- To assist in the achievement of the goals of the Nillumbik Planning Scheme by effectively and efficiently identifying and obtaining rectification of apparent or alleged non-compliance with the requirements of the planning scheme
- To ensure effective adherence to the requirements of the Nillumbik Planning Scheme by the community through effective communication and education.

3. Key Result Areas

3.1 Team Work

- To work as an effective team member with all members of staff within the organisation.
- To effectively, efficiently and respectfully liaise with team members and other departments in relation to planning investigations or prosecutions.
- As determined with the Statutory Planning Coordinator – Planning and Investigations, to participate in cross organisational working groups.

3.2 Investigations and inspections

- To proactively monitor properties for which planning permits have been issued for compliance with the permit conditions and endorsed plans, in accordance with the most current internal investigations protocols as prepared by the Statutory Planning Coordinator (Planning and Investigations).
- To investigate complaints made by members of the community in respect of the compliance of properties with the Nillumbik Planning Scheme, in accordance with the most current internal investigations protocols as prepared by the Statutory Planning Coordinator (Planning and Investigations).
- To respectfully and efficiently negotiate with the relevant parties to achieve a legal rectification of the contravention (e.g. permissions obtained, use ceased, land returned to its prior state).

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- In circumstances where rectification of the works is not achieved by negotiation, or where infringement notices are not addressed, to commence legal proceedings through an application of an enforcement order at the Victorian Civil and Administration Tribunal (VCAT) or prosecution at the Magistrates Court, with the prior authorisation of the Statutory Planning Coordinator (Planning and Investigations) and the Manager Planning Services.
- As required, to appear as a witness in respect of legal proceedings.
- To conduct joint inspections with other areas of Council (e.g. Building Team, Environmental Health Team, Infrastructure Development Unit, Environmental Planning Team, Community Safety or Environmental Works Team) as required.

3.3 Communication

- To effectively communicate both verbally and in writing the requirements of the Nillumbik Planning Scheme and processes under the Planning and Environment Act, in accordance with the most current internal investigations protocols as prepared by the Statutory Planning Coordinator (Planning and Investigations).
- To take appropriate opportunities to educate the community about the requirements of the Nillumbik Planning Scheme and processes under the Planning and Environment Act and make suggestions about how such compliance could be achieved, in consultation with planners or other Council officers where appropriate.
- To generate correspondence relating to identified aspects of non-compliance with the Nillumbik Planning Scheme in accordance with the most current internal investigations protocols as prepared by the Statutory Planning Coordinator (Planning and Investigations).
- To proactively advise affected persons of the outcomes of investigations and enforcement activities in accordance with the most current internal investigations protocols as prepared by the Statutory Planning Coordinator (Planning and Investigations).

3.4 Enforcement

- To make recommendations about compliance strategies of identified offences in accordance with most current internal investigations protocols as prepared by the Statutory Planning Coordinator (Planning and Investigations).
- With the approval of the Statutory Planning Coordinator (Planning and Investigations), to issue Official Warnings and/or Planning Infringement Notices to identified persons pursuant to the Planning and Environment Act.
- With the approval of the Statutory Planning Coordinator (Planning and Investigations), to project manage the prosecution of identified offences under the Planning and Environment Act through the preparation of briefs, liaison with legal representation, preparation of written submissions to, and giving of evidence at hearings.

3.5 Administration

- To draft file notes and letters relating to planning investigations matters for signing by the Statutory Planning Coordinator (Planning and Investigations).
- To ensure that appropriate notes are made of relevant conversations and inspections and that these are documented in accordance with the most current internal investigations protocols as prepared by the Statutory Planning Coordinator (Planning and Investigations).
- To maintain investigations files and associated documents relating to matters being investigated by the officer in an appropriate manner.
- Maintain the database of current investigations and provide monthly statistics on matters investigated to the Statutory Planning Coordinator (Planning and Investigations).

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3.6 Internal Advice

- Attend planning unit and team meetings as appropriate.
- Provide advice to planners and other internal staff in respect of investigations and compliance issues.
- Assist in the preparation of fact and advice sheets on investigations processes and issues.

3.7 Legislation / Policy Matters

- To keep up-to-date on relevant policy and legislative matters.

3.8 Customer service and relationships

- Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment.
- Fosters and builds relationships at all levels throughout the organisation.

3.9 People, culture, safety, health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

3.10 Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - Equal Employment Opportunity, supporting equity and fairness
 - Occupational Health and Safety, supporting a safe workplace
 - Risk Management, reducing the opportunity for fraud
 - Emergency Management, Business Continuity to support ongoing service delivery
 - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

4. Job Characteristics

4.1 Accountability and extent of authority

- Ability to work with minimal supervision. Officers will be expected to use their professional judgement in the preparation of reports and recommendations with respect to compliance strategies.
- To make decisions in accordance with delegated authority from Council.
- Freedom to act within clear guidelines, policy and legislative constraints.

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- As directed by the Statutory Planning Coordinator (Planning and Investigations), to issue Planning Infringement Notices and Official Warnings.
- As directed by the Statutory Planning Coordinator (Planning and Investigations), to make application for enforcement orders at VCAT.

4.2 Judgement and decision making

- Ability to identify potentially complex problems and circumstances, identify key issues and possible solutions and make consistent decisions based on a clear and logical analysis.
- Ability to negotiate innovative and practical solutions to issues arising from investigations and related processes.
- Ability to make decisions within the context of the established investigations protocols as prepared by the Statutory Planning Coordinator – Planning and Investigations.
- In exercising judgement on the validity or otherwise of alleged contraventions, advice and guidance should be sought from appropriate Council officers dependent upon the circumstance.
- Advice and guidance is usually available within the time required to make a choice.

4.3 Qualifications

- Tertiary qualifications in town planning or regulatory services and experience in the field of planning enforcement; or
- Relevant experience in the field of planning enforcement.

4.4 Experience

- Demonstrated experience conducting inspections and investigations in a professional and impartial manner.
- Demonstrated achievements in community engagement, customer service excellence and continuous improvement in service delivery.

4.5 Specialist Skills and Knowledge

- Developed understanding of Local Government, its objectives and issues affecting it.
- Ability to interpret and apply planning controls as specified in the Nillumbik Planning Scheme.
- An understanding of the Planning and Environment Act 1987 and the processes it specifies for planning permits and enforcement actions.
- Demonstrated commitment to and appreciation of the environmental values of the Shire
- Demonstrated ability to work co-operatively with e.g. Councillors, members of the public, service users, employees and other organisations in order to achieve Council objectives.
- Ability to prepare and present on behalf of Council evidence and submissions to VCAT and the Magistrates Court.
- Computer literacy and keyboard skills and ability to utilise application management and tracking computer software.

4.6 Management Skills

- Ability to manage, plan and organise own work to deliver within agreed timelines.
- Ability to provide effective professional customer service to a diverse range of clients.
- Ability to effectively self-manage work priorities such that the position objectives are achieved.

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- Ability to appropriately maintain files and registers of investigations issues and enforcement actions.
- Ability to assist in the analysis of processes and to contribute to the identification of improvements.

4.7 Interpersonal Skills

- Highly developed oral and written communication skills and excellent interpersonal skills.
- Ability to work as an effective member of a team to ensure that the objectives of Council are achieved.
- Ability to verbally communicate effectively on a range of matters, including explanation of planning controls and systems to customers, including members of the community, Council officers, and Government Departments.
- Ability to effectively negotiate with a range of people in respect of matters relating to planning controls and applications, including members of the community, Council officers, government departments and Councillors.
- Ability to effectively conduct formal interviews of persons for the purpose of enforcement actions.
- Ability to work positively and effectively in a team environment.

5. Physical Requirements

Posture	<ul style="list-style-type: none"> • Sitting at a desk, work station or in meeting rooms • Driving a vehicle to other locations, as required • Standing and bending • Walking on uneven surfaces
Upper Limb / Body	<ul style="list-style-type: none"> • Lifting and lowering materials, e.g. getting materials from shelves, putting material in and out of a vehicle • Some handwriting • Some sustained neck flexion may be required when reading documents
Trunk	<ul style="list-style-type: none"> • Some twisting, e.g. access desk drawers, • Carrying items, e.g. materials for the program • Bending below the knee
Work Environment	<ul style="list-style-type: none"> • Indoor air conditioned offices with carpeted floors • Outdoor in varying temperatures in line with Council Heat and UV procedures • Wearing required uniform and task specific safety wear • Adjustable work station • Adjustable chair provided
Weights	<ul style="list-style-type: none"> • Lifting weights up to approximately two reams of A4 paper
Other	<ul style="list-style-type: none"> • Interacting with internal and external customers • Simultaneously talking on the telephone and writing down notes • Climbing of stairs between levels (shire office also has a lift available) or to get in or out of workplace.

6. Key Selection Criteria

- Tertiary qualifications in town planning or regulatory services, and/or experience in the field of planning enforcement.
- Demonstrated experience conducting inspections and investigations
- Ability to interpret planning scheme controls, and the ability to achieve appropriate negotiated outcomes to planning investigation and enforcement matters.

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- Proven ability to effectively communicate, both verbally and in writing, the provisions of development control to all customers, including members of the community, Council officers, Government departments and Councillors.
- Proven ability to identify potentially complex problems and circumstances, identify key issues and possible solutions.
- Developed time management skills with a proven commitment to customer service principles and a demonstrated ability to provide a professional service to a diverse range of clients.
- Proven ability and commitment to working as a member of a team to ensure that the objectives of Council are achieved.
- Well-developed computer literacy and keyboard skills, including competency in a Microsoft environment, and demonstrated skills in effective file administration.
- Current Victorian driver's licence.
- Ability to meet the physical requirements of the position.

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- The incumbent **may** be required to work on weekends and evenings to attend out of officer hour's inspections as required.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.

8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact Eloise Gabriele, Statutory Planning Coordinator (Planning and Investigations) on (03) 9433 3284. **Apply now - we will be shortlisting as we receive applications and may close the advert early if the position is filled before the closing date.**

Applications can be submitted online at [Nillumbik Website](#) until **10pm Friday, 27 December 2024**.

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them

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during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hrrmail@nillumbik.vic.gov.au