

# 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. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

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

<b>Position Title:</b>	Statutory Planning Coordinator
<b>Position Number:</b>	1417
<b>Classification:</b>	Annualised Band 7
<b>Tenure:</b>	Temporary, part time (0.6 FTE) job share 12 month placement
<b>Directorate:</b>	Planning and Community Safety
<b>Department / Unit:</b>	Planning Services
<b>Reports To:</b>	Manager Planning Services
<b>Number of Direct Reports:</b>	6 (job share arrangement)
<b>PD approved by (Manager or Director Title):</b>	Director Planning, Environment and Strategy
<b>Date approved by Manager or Director:</b>	November 2024
<b>Date approved by HR:</b>	November 2024

### Leadership Framework

All leaders at Nillumbik are expected to demonstrate the capabilities and behaviours expressed in the [Nillumbik Leadership Framework](#). These are:

Being Strategic	<ul style="list-style-type: none"> <li>• Is future-orientated.</li> <li>• Adapts to, envisages, leads and manages change.</li> <li>• Takes a holistic approach and applies system thinking.</li> <li>• Can problem-solve.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Maintains a positive attitude and demonstrates self-awareness.</li> <li>• Acts with integrity.</li> <li>• Demonstrates initiative.</li> <li>• Displays emotional intelligence.</li> <li>• Is customer-centric.</li> </ul>
People and Performance	<ul style="list-style-type: none"> <li>• Motivates and empowers others.</li> <li>• Is a strong people-manager.</li> <li>• Identifies and builds talent.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Communicates effectively and works collaboratively.</li> <li>• Manages relationships with stakeholders and decision makers.</li> <li>• Influences and negotiates effectively.</li> <li>• Demonstrates political acumen.</li> </ul>
Delivers Outcomes	<ul style="list-style-type: none"> <li>• Translates strategy into actions.</li> <li>• Tracks progress and takes action.</li> <li>• Takes ownership and is accountable.</li> <li>• Makes decisions and delivers results.</li> </ul>

### 1. Position Purpose

The Planning and Environmental Health Department plays an integral role in coordinating land use and development assessment across the Shire, to achieve Council's long term planning and environmental objectives and its vision to be Australia's most livable Shire. Planning and Environmental Health forms part of Council's Planning, Environment and Strategy Directorate; together with Strategic Planning, Environment, Building, Economic Development and Tourism and Traffic and Transport; it is focused on outstanding customer focused, effective and efficient service delivery.

This position jointly manages a team of professional, expert statutory planners through a job share arrangement with another Statutory Planning Coordinator, with the aim of delivering an industry-leading statutory planning assessment and investigation service for Council and the Nillumbik community. Strong leadership, management, relationship skills and a strategic focus are essential to deliver a customer-focused, professional and timely planning service that fulfils Council's statutory obligations with respect to planning legislation.

## Nillumbik Shire Council Position Description

### 2. Position Objectives

The Statutory Planning Coordinator plays a key role in demonstrating leadership to drive the delivery of a customer focused, timely and professional statutory planning service with a strong culture of staff and community engagement and continuous improvement and innovation. In particular, the objectives for this position include:

- Effective leadership as demonstrated across the service, with a positive impact on culture, change and service performance, displaying a high degree of political acumen, resilience and leading by example.
- An engaged and productive team created through a focus on performance, team development, coaching and mentoring, active guidance and advice, fostered in an environment with empathy, and where feedback is actively sought and encouraged.
- Outstanding customer and stakeholder outcomes achieved both internally and externally through effective stakeholder engagement, a collaborative one-team approach with effective negotiation and influence to achieve customer centric outcomes.
- With a high level of decision-making delegation, ensure planning applications are determined in accordance with the relevant legislative and policy framework, with a focus on quality and rigorous evidenced based decision-making.
- An industry leading effective and efficient service, delivered through a continuous improvement culture, effective business processes and creative thinking and innovation.

### 3. Organisational Relationships

<b>Direct Reports</b>	Statutory Planners Senior Statutory Planners Principal Planners Planning Support Officers
<b>Total FTE</b>	6 Direct Reports
<b>Financial Budget and Delegation</b>	Not applicable
<b>Internal Relationships</b>	CEO, Mayor and other Councillors, Executive Management Team Managers and all other staff.
<b>External Liaisons</b>	Residents, other ratepayers, businesses, community organisations, government departments, local governments, media, visitors to the municipality, neighbouring councils, unions, local government associations and professional associations.

### 4. Key result areas

#### 4.1. Statutory Planning

- In accordance with the position's high levels of delegation, make robust and enable high quality planning recommendations and decisions by way of thorough analysis, strong technical understanding of the legislative and policy framework, strategic thinking and exercising of good judgement
- Effectively manage the subdivisions function pursuant to the requirements of the Subdivision Act and Planning and Environment Act, and review work outputs to ensure consistency and timeliness of subdivision approval outcomes.
- Resolve planning issues through creative thinking, excellent problem-solving and stakeholder management

## **Nillumbik Shire Council Position Description**

- Provide professional, consistent and timely advice to customers, staff and Councillors on planning matters and issues, including processes, workflows and the interpretation of the planning scheme and relevant legislation
- Monitor and review planning outcomes to ensure that the statutory planning functions enhance the Shire's built and natural environment, and align to the Council Plan, Council's direction and State and local trends.
- Provide professional, consistent and timely advice to staff and State Government on planning matters and issues, including proposed policies, strategies, processes and the interpretation of the planning scheme and relevant legislation.
- Participate and provide professional, consistent and timely advice to staff and Councillors on Council projects and initiatives.

### **4.2. Work Coordination**

- Effectively supervise planning staff, including setting team and individual KPIs, coaching and mentoring individuals, developing individual development plans and identifying training needs
- Effectively and efficiently review work outputs to ensure internal consistency and consistency with Council policies and procedures, including liaison with the other Statutory Planning Coordinators where necessary
- Assist in the allocation of work within the Department, and to delegate files and actions to supervised staff with appropriate guiding comment and instruction, in a manner which achieves fair and efficient distribution of work and facilitates professional development of staff
- Proactively monitor the application loads and outputs of each individual member of supervised staff to ensure efficient processing of applications and staff wellbeing
- Coordinate Council's representation at VCAT hearings, in collaboration with the other Statutory Planning Coordinators.

### **4.3. Service planning, management and delivery**

- Delivery of a high functioning planning approvals service and planning compliance system which supports environmental best practice and meets Council's statutory obligations with respect to planning legislation.
- In conjunction with the Department Manager, develop, implement, monitor and review plans, strategies and policies for delivery of services within the Department to ensure they meet the needs of Council and the community now and into the future.
- Keep abreast of and provide advice on relevant government policy, legislation, service directions and trends.
- Ensure the team is managed in accordance with, and all programs and services delivered, adhere to relevant Acts, Regulations and Council policies and procedures.
- Assist with the development, implementation and review of the Department's Service and Business Plans
- Identify service delivery and legislative trends, challenges and opportunities which could impact on service, customers and the community, and provide advice to the Manager and Director.

### **4.4. Continuous improvement**

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Contribute to the analysis of processes and to contribute to the identification of improvements.

## **Nillumbik Shire Council Position Description**

- Working with the Manager, maximise efficiency and effectiveness of the performance of the unit by developing unit level performance statistics, refining procedures and structures to provide productivity improvements, developing and pursuing strategies aimed at making the best use of contemporary technology and participating in cross Council and functional activities as required.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting the establishment of short-term cross functional teams to identify, analyse and address opportunities and challenges facing the organisation.

### **4.5. Relationship management**

- Provide the Executive, Management and Council with timely and sound professional advice on statutory planning issues, and recommend appropriate outcomes and actions.
- Establish and maintain professional relationships across Council to provide reliable and concise information and advice in a supportive and responsive manner and to implement the decisions and policies of the Council.
- Develop and maintain positive and beneficial relationships with relevant networks including those in local, state and federal government and other external organisations and bodies, as agreed with the Department Manager.
- Promote a positive image of Council and its activities, developing and strengthening Council's relationships with all sectors of the local community, including the business community and relevant external organisations.
- Represent Council at VCAT hearings and Ministerial Panel Hearings and supervise representation by others
- Provide advice to members of the public and Council committees including information of a specialist nature.

### **4.6. Community engagement and customer service**

- Lead the Unit to actively engage and consult with its community and facilitate community input to the decision making process by monitoring customer requirements and the quality of the unit's services to ensure responsiveness, accessibility and accountability of all services.
- Support the Department Manager in ensuring that Council's objective of customer service excellence is reflected in the operations of the unit by developing and maintaining systems and processes to ensure responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Ensure timely, prompt, accurate, courteous and consistent planning advice and information when dealing with both internal and external customers, whilst always seeking customer-centric outcomes.
- Develop and maintain systems and processes to ensure responsive, timely and high quality follow-up to enquiries, service requests and complaints.

### **4.7. People, culture, safety, health and wellbeing**

- Work with the Director, Managers and staff in providing leadership and shaping the organisational culture by promoting Council's organisational vision and leading staff in a way that aligns with Council's vision, values, expectations and policies to achieve organisational outcomes.
- Ensure the development and review of individual performance management plans with outcomes based objectives which align to the delivery of organisational priorities.
- Identify future talent and invest in team and individual development opportunities to build organisational capability.

## **Nillumbik Shire Council Position Description**

- 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.

### **4.8. Risk Management**

- Be conversant with Council's Risk Management Policy and Strategy and accountable for implementation and adherence to the policy.
- 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.

## **5. Job Characteristics**

### **5.1 Accountability, extent of authority**

- Delegated powers to make decisions under the Planning and Environment Act 1987 and Subdivisions Act 1988, legislative requirements, established policy or recognised standards
- Accountable to the Manager Planning Services for the effective and efficient processing of all planning applications within agreed timeframes.
- Responsible for the timely and accurate resolution of all customer queries and complaints concerning work of supervised staff.
- Input into relevant policy and strategy development.

### **5.2 Judgement and decision making**

- Recommend to the Manager new service delivery initiatives and implementing improvements and change
- Effective management of supervised statutory planning team members, including accountability for staff performance
- Represent Council at meetings, forums and Tribunals (VCAT)
- Accountable for completion of identified tasks and projects as outlined in the Planning Services Service and Business Plans.

### **5.3 Qualifications**

- A tertiary qualification in Urban Planning or a related discipline.
- A current, valid Victorian driver's licence.

### **5.4 Experience**

- Experience in the effective supervision of a team of professional planners/staff
- Experience in working in a senior role as a statutory planner, and demonstrated leadership experience with the ability to motivate a group of professional and other staff in the service delivery of statutory planning
- Demonstrated experience and skills in developing and documenting continuous improvement systems and processes in the context of service delivery by a planning department
- Experience liaising with Councillors and senior staff

## **Nillumbik Shire Council Position Description**

### **5.5 Specialist Skills and Knowledge**

- Detailed knowledge of Victorian Planning schemes, the Victorian planning system, the Planning and Environment Act and the Subdivisions Act.
- Demonstrable knowledge of statutory planning requirements and processes
- Demonstrable awareness of current and emerging planning and environmental issues, including changes to legislation or controls, and the outcomes of major studies and reviews, to ensure that correct and timely advice and decision making is achieved within the unit
- Proven 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
- Demonstrated ability to prepare and present on behalf of Council, evidence and submissions to the Victorian Civil and Administrative Tribunal, Panels and other forums in support of Council's decision or position on planning proposals or issues
- Ability to assist in the preparation of draft legal agreements and other documentation
- Ability to provide consistent and timely advice to customers, staff and Councillors on matters relating to the interpretation of the planning scheme and relevant legislation.

### **5.6 Management Skills**

- Ability to manage, plan and organise own work to deliver within agreed timelines.
- Ability to lead and manage staff, including demonstrated experience in implementing cultural and engagement strategies to drive a great employee experience
- The ability to lead, develop and manage staff in order to have a committed team empowered to deliver exceptional business outcomes.
- Experience leading hybrid teams.
- Demonstrated experience in leading and supporting the health and wellbeing of self and others
- Ability to lead, develop and manage staff in order to have a committed team empowered to deliver quality services
- Proven ability to engender cooperation with Council staff, relevant Government agencies and consultants
- Ability to develop and manage stakeholder relationships.

### **5.7 Interpersonal Skills**

- Excellent interpersonal skills, with a 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
- Ability to discuss and resolve problems.
- Ability to write and present specialist reports, policies and briefing papers.
- Highly developed emotional intelligence.
- Collaboration and accountability focus.
- Continuous Improvement focus.
- Strong focus on customer service and achieving a customer focussed team culture and continuous improvement in service delivery to a diverse range of clients, and managing stakeholder relations in a politically sensitive environment
- Ability to provide consistent and timely advice to customers, staff and Councillors on matters relating to the interpretation of the planning scheme and relevant legislation
- Effective and proven negotiation, influence and conflict resolution skills to achieve planning outcomes in line with Council's objectives

## Nillumbik Shire Council Position Description

- Demonstrated ability to prepare and present on behalf of Council, evidence and submissions to the Victorian Civil and Administrative Tribunal, Panels and other forums in support of Council's decision or position on planning proposals or issues.

### 6. Physical Requirements

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

### 7. Key Selection Criteria

- A tertiary qualification in Urban Planning or a related discipline.
- Demonstrated experience working in a senior role as a statutory planner, and demonstrated leadership experience and communication skills, with the ability to motivate a group of professionals and other staff in the delivery of the statutory planning service.
- Detailed knowledge of statutory requirements and procedures for the consideration and determination of planning applications, enforcement of the Planning and Environment Act, Planning Schemes and planning permits, and highly developed skills in communication and negotiation of planning matters.
- Strong focus on customer service and achieving an engaged team and culture of customer service and continuous improvement in service delivery for a diverse range of clients, and managing stakeholder relations in a politically sensitive environment.
- Demonstrated experience and skills in developing and documenting continuous improvement systems and processes in the context of service delivery of a planning unit.
- Proven 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.
- Excellent interpersonal skills, with a 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.
- Highly developed verbal and written skills to enable preparation of Council reports and documentation of policy, procedures and presentation of concepts/ideas.

## Nillumbik Shire Council Position Description

### 8. 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 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
- 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 dependant on the requirements of programs, projects and community consultations.
- This position requires evidence of qualification documentation.
- This position may require applicants that reach the later stage of the recruitment and selection process to undergo pre-employment psychometric testing. If required, this testing will be organised by Nillumbik Shire Council and applicants will be advised of the process at that later stage.

### 9. 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.

### 10. Application information

To obtain any additional information regarding this position, please contact Eloise Gabriele, Statutory Planning Coordinator or Simon Iisley, Statutory Planning Coordinator on (03) 9433 3343. Applications can be submitted online at [Nillumbik Website](#) until **10pm (AEDT), Friday 24 January 2025. 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.**

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 during the interview process.

If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at [hmail@nillumbik.vic.gov.au](mailto:hmail@nillumbik.vic.gov.au)