

POSITION DESCRIPTION

POSITION: Planner/Urban Designer	
DIRECTORATE: City Planning and Communities	GROUP: Planning and Environment
SECTION: Local Planning	REPORTS TO: Team Leader Planning and Urban Design
GRADE: I	EMPLOYMENT TYPE: Fixed Term Full Time
HOURS/WEEK: 35	POSITION No.: 768
DATE: September 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate plans for and enables a thriving, connected regional city. We lead the City's land-use, development and regulatory functions; manage cultural, library, sporting and community facilities; and curate events and programs that strengthen community identity, inclusion and economic vitality. We partner with community, industry, Traditional Owners and all levels of government to deliver sustainable growth, great places and outstanding experiences.

THE GROUP/SECTION

Our Planning and Environment Group is responsible for overseeing the growth and conservation of our City, planning for our coastal areas and enhancing the long term viability of our natural resources. The Group also provides development assessment, building certification as well as regulatory and compliance services for a range of City functions.

POSITION OBJECTIVES

- To provide support to the leadership team of City of Coffs Harbour on the establishment of a high performance organisation through the development of its people and processes.
- To assist the Team Leader Planning and Urban Design to develop strategy responses, policy responses and controls in relation to complex urban and rural development and environmental issues.
- To assist the Team Leader Planning and Urban Design to provide a strategic framework of urban planning, urban design and public realm policies and plans that will develop City of Coffs Harbour as a best practice model of city planning and development.
- To assist in the identification, implementation and championing of e-business service systems and processes that support the Group's business plan objectives of:
 - self-service;
 - digitalisation of applications, assessments, approvals, inspections and information; and
 - electronic customer connections.
- To assist in the development and implementation of customer connected and driven services, processes and systems.
- To assist in the development and implementation of outcome driven services, processes and systems.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.

- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

Support the leadership and management by:

- Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
- Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
- Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
- Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.

- Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Deliver on the priorities set by the Team Leader Planning and Urban Design and/or Section Leader Local Planning.
- Develop, review and implement strategies and policies that relate to complex urban and rural development issues and built form planning issues, including urban design, architecture, land economics and development feasibility, that will develop City of Coffs Harbour as a best practice model of city planning and development, within an integrated strategic planning framework.
- Prepare statutory planning controls and supporting policy such as environmental studies, local environmental plans and development control plans, as required and in accordance with NSW legislative requirements, to a high standard and within established timeframes and deadlines.
- Carry out or commission studies to provide a strategic framework of urban planning and urban design (including environmental studies, strategies and plans, planning proposals, growth strategies and development controls), landscape architecture, open space planning and public realm policies (including preparation of masterplans, plans of management, and civic improvement plans), having regard to urban amenity outcomes and changing economic, environmental, social and demographic conditions.
- Project lead, project manage and/or assist on team projects in a collaborative manner and as instructed by the Team Leader Planning and Urban Design and/or Section Leader Local Planning.
- Coordinate and undertake community consultation for projects to ensure effective communication of information to all key stakeholders, customers and the general community during the development of strategy and policy.
- Project manage community engagement / statutory advertising in accordance with requirements of the Environmental Planning and Assessment Act 1979 and statutory controls.
- Undertake responsibilities in accordance with Council delegations.
- Prepare detailed comprehensive reports to senior management, Council and other stakeholders as required.
- Attend Council and Councillor briefings and meetings as required.
- Formulate policy and co-ordinate programs relating to specialist technical functions.
- Assist with Development Application referrals for the Sustainable Places Group as required.
- Provide specialist expert technical advice on compliance related matters.
- Assist with the provision of services within your area of key competencies as directed by the Team Leader Planning and Urban Design and/or Section Leader Local Planning.
- Assist with the delivery of e-Business, including e-Planning, services and systems, as prioritised by the Team Leader Planning and Urban Design and/or Section Leader Local Planning.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Executive Leadership Team
- Group Leader Planning and Environment and Section Leader Local Planning
- Team Leader Planning and Urban Design
- Section Leaders Regulation and Compliance and Development Assessment
- Other City Staff

External

- Councillors
- Community Groups
- Members of the Public

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 06:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times;
 - Weekdays outside of 06:00 to 19:00 – 20%
 - Saturdays – 25%
 - Sundays – 50%.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Degree in Urban Planning, Urban Design, Architecture, Landscape Architecture or equivalent.
- Relevant practical experience in a direct or related field.
- Current Class C Drivers Licence.
- Demonstrated knowledge and experience in interpreting and applying current NSW Planning and Local Government legislation including its practical application relevant to the position.
- Demonstrated knowledge and experience in strategic urban planning and urban design frameworks (including preparing planning proposals, growth strategies and development controls to achieve sustainable strategic land use planning and urban amenity outcomes) and/or public realm strategies (including preparation of masterplans, plans of management, and civic improvement plans).

Desirable

- National Construction Induction Certification (Whitecard).

CAPABILITIES

- Ability to work independently or in teams to solve problems and independently manage a number of projects, studies and consultants to achieve innovative outcomes for complex planning matters.
- Demonstrated high level interpersonal, written and oral communication skills.
- Demonstrated keyboard and computer skills.
- Demonstrated high level time and project management skills.
- Demonstrated ability and commitment to working in a team environment.
- Demonstrated high level community engagement skills.
- Proficient computer presentation skills including experience with CAD, GIS, Adobe Creative Suite and/or 3D software (Revit or similar).
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Position Demands Analysis

Planner/Urban Designer

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work lifting 4.5 - 9.1kg	0	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work lifting 9.1 - 22.7kg	0	Sitting for extended periods	2	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	1	Balancing	0
Repetitive Lifting	0	Walking for extended periods	0	Hearing above background noise	0
Pulling Loads > 5kg	0	Walking on uneven ground	1	Depth perception	0
Pushing loads > 5kg	0	Frequent bending / stooping	0	Colour vision	0
Lifting with trunk twisting	0	Shovelling / digging	0	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	1	Dust Mask / Respirator	0	Reflective vest	1
Hard hat	1	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure to Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	1	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	1	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged driving periods > 2hrs	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	0	Fatigue	0	Threat / attack from animals / wildlife	0