



Mansfield Shire

Position Description

Planning Support
Officer

High Country, Lakes and Rivers



Planning Support Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

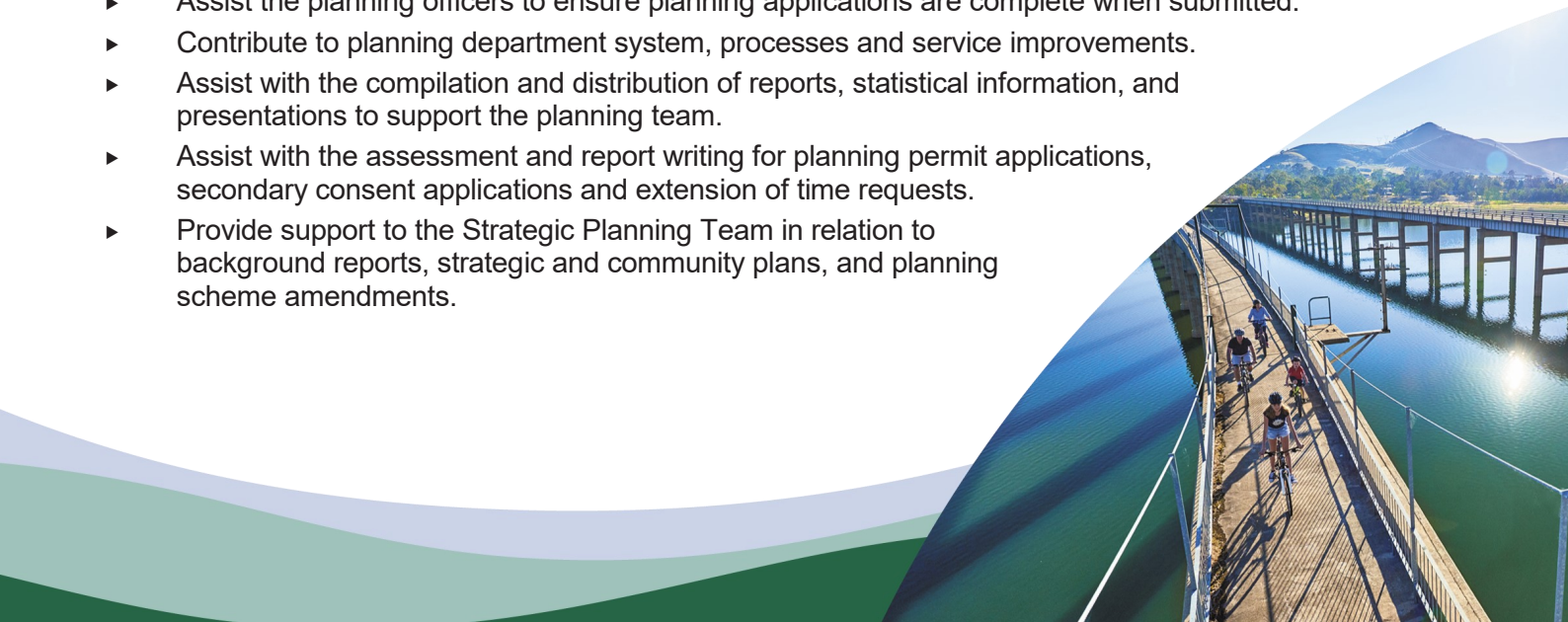
Position Number	Classification	Date
9.29	Band 4	March 2023
Unit	Enquiries	Status (FTE)
Planning and Environment	Coordinator Statutory Planning	0.6

Position Objectives

Provide a range of administration support functions to the Planning Department to meet operational, strategic and statutory requirements.

Technical Accountabilities

- ▶ Provide administration duties for application registration, records management and customer contact aspects of Council strategic planning and development approvals (planning and subdivision) service.
- ▶ Provide established documentation and information so as to minimise the need for planning officers and building staff to attend to telephone or counter enquiries.
- ▶ Provide administration support to the department including arranging appointments, coordinating meetings, information sessions and other tasks as required.
- ▶ Provide accurate and consistent advice to customers including local residents and professional developers and consultants.
- ▶ Assist with the coordination of planning enquiries.
- ▶ Provide information to and communicate with authorities, customers and the community.
- ▶ Assist the planning officers to ensure planning applications are complete when submitted.
- ▶ Contribute to planning department system, processes and service improvements.
- ▶ Assist with the compilation and distribution of reports, statistical information, and presentations to support the planning team.
- ▶ Assist with the assessment and report writing for planning permit applications, secondary consent applications and extension of time requests.
- ▶ Provide support to the Strategic Planning Team in relation to background reports, strategic and community plans, and planning scheme amendments.



Organisational Relationship

Reports to

This role has a dual reporting relationship into: Coordinator Statutory Planning and Strategic Planner

Supervises / Manages

Nil

Internal Liaisons

All other staff

External Liaisons

- ▶ General public, residents and ratepayers, State Government Departments and Agencies
- ▶ Relevant community groups and organisations
- ▶ Developers and consultants

Specialist Knowledge and Skills

Knowledge of:

- ▶ An understanding of the relevant technologies, procedures and processes used within a statutory planning unit.
- ▶ Ability to interpret regulations and an understanding of the underlying planning principles.

Skills and Competencies

- ▶ High level experience using MS Office suite of products.
- ▶ Well-developed administrative skills, including records management.
- ▶ Excellent front-line customer service/customer relations delivery.

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

Qualifications and Experience

Experience

- ▶ Experience in a similar position is desirable

Qualifications

- ▶ Currently undertaking post-secondary qualifications in planning
- ▶ Current Victorian drivers licence

Key Selection Criteria

- ▶ Knowledge of, and a developing understanding of, the Planning and Environment Act 1987, Subdivision Act 1988 and Victorian Planning provisions.
- ▶ Demonstrated commitment to delivering excellent customer service.
- ▶ Knowledge of relevant computer based applications, especially planning specific software.
- ▶ Excellent communication skills, both verbal and written with proven skills in report writing and preparing correspondence.
- ▶ Demonstrated time management skills, including the ability to prioritise work to meet required deadlines.
- ▶ Ability to provide accurate advice of a technical nature.

Position Descriptors – Band 4

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services and communicate with customers in a friendly and courteous manner
- ▶ Effectively manage customer enquiries and complaints and deliver punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to the implementation of the Council Plan and annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff, across all departments.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ A commitment to the principles that support the safety and wellbeing of all children

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community and Corporate Services Directorate
- ▶ Infrastructure and Planning Directorate
- ▶ People and Culture Department
- ▶ Communications

Interpersonal Skills

- ▶ This position requires the ability to gain cooperation and assistance from both other employees and customers.
- ▶ Oral and written communication skills to enable the preparation of routine correspondence and reports if required.

Extent of Authority

- ▶ The role will be required to provide information to customers and information and support to more senior employees. There may be a requirement from time to time to also supervise resources including other employees.
- ▶ Freedom to act is limited by standards and procedures and work will generally fall within specific guidelines with scope to exercise discretion in the application of established standards and procedures.
- ▶ Sufficient freedom will be given to be able to plan workload in advance.
- ▶ Decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision Making

- ▶ This position has the objectives of the work well defined, however particular methods, processes or equipment to be used will be selected from a range of available alternatives. This often requires the quantification of the amount of resources needed to meet objectives.
- ▶ The particular tasks to be performed by this role will involve selection from a range of techniques, systems, equipment, methods or processes.

Management Skills

- ▶ Skills in managing time, setting priorities and planning and organising one's own work.
- ▶ Basic knowledge of, and ability to implement personnel practices and the ability to provide employees under this role's supervision with on-the-job training and guidance.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Nicole Embling, Coordinator Statutory Planning on (03) 5775 8524

More detailed information on how to apply is available at
mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:

Employee's
Signature

Date:

Employee's
Name

Date: / /



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