



POSITION DESCRIPTION

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| Position: | Development Services Officer |
| Dated: | July 2024 |
| Department: | Development Services |
| Reporting To: | Development Services Coordinator |
| Subordinates: | Nil |
| Classification: | Specialist/Professional Officer |

PRIMARY OBJECTIVE:

Assist the Development Services Coordinator by providing an efficient and effective, customer focused, service to those seeking development related advice and outcomes.

SPECIFIC DUTIES:

Planning

- 1 Review current and formulate new procedures which improve delivery of planning services.
- 2 Implement procedures as per amendments to policy or agreements to ensure current department processes are documented and adhered to.
- 3 Ensure planning records are managed in accordance with Council records management requirements.
- 4 Liaise with external advice providers as required. Ensure recording of advice and outcomes.
- 5 Liaise with customers to ensure that their application process is streamlined as much as possible by completing initial application checks of required information.
- 6 Collate information, as required for, or requested by external consultants.
- 7 Carry out all advertising functions as required under *Land Use Planning and Approvals Act*, including liaison with the relevant newspaper, preparation of site notices, display at office reception and display on Council website.
- 8 Ensure representations are collated and forwarded to relevant external consultant(s) and department coordinator. Ensure representations are acknowledged and advised as per the *Land Use Planning and Approvals Act*.
- 9 Ensure Council's external service providers are liaised with so that agenda items and reports are received within Council's timeframes.
- 10 Issue planning permits in accordance with current protocols.
- 11 Proactively develop communication tools i.e. use of internet, information packs, social media to distribute information regarding development services with the aim of improving service for customers.
- 12 Report concerns to the Development Service Coordinator in terms of external service providers failing to meet service commitments.

Building and Plumbing

- 1 Review current and formulate new procedures which improve delivery of building and plumbing services.
- 2 Implement changes from policy and procedure to staff, stakeholders and customers.
- 3 Ensure building and plumbing records are managed in accordance with Council records management requirements and support effective and efficient delivery of building and plumbing services.

- 4 Refer matters for professional advice and reporting to Council's external service providers and distribute return information to relevant stakeholders and customers in a timely manner and record files appropriately.
- 5 Provide the Permit Authority with building permits requiring authorisation along with any supporting documentation.
- 6 Liaise with Council's external service providers to enable inspections to be carried out. Ensure inspection data is completed and filed.
- 7 Completion and submission of State Government building levies reporting, and remittances as required.
- 8 Proactively develop communication and education tools i.e. use of internet, information packs, social media to distribute information regarding building and plumbing with the aim of improving service for trades persons and community members to easily understand Council processes and requirements.
- 9 Report concerns to the Development Service Coordinator in terms of external service providers failing to meet service commitments.

Environmental Health

- 1 Provide administrative support as and when required or directed by the Development Services Coordinator.

Animal Management

- 2 Provide administrative support as and when required or directed by the Development Services Coordinator.

General

- 1 Use provided technology systems to monitor timeframe requirements of various regulatory functions i.e. permit expiry, advertising, assessment completions and work with relevant service providers to ensure legislative and/or Council committed timeframes are met or exceeded.
- 2 Provide coverage of essential tasks (within qualification parameters) when Development Services Coordinator is on leave.

Level of Accountability:

The incumbent works autonomously and seeks input from contracted service providers as required.

Organisational Relationship:

Internally the role works closely with all staff as it relates to provision of customer service.

The role has a strong external focus providing support to:

- Contractors/external service providers delivering services to Council
- Current and potential rate payers,
- Developers, builders, plumbers and other trades.

Knowledge, Skills and Experience:

- 1 At least 2 years' experience in an administrative position which was significantly process related and ideally in a building and/or land related profession.
- 2 Demonstrated high level of attention to detail and accuracy.
- 3 A strong customer service orientation with past experience working at the public interface.
- 4 A track record of being highly organised, timely and focussed to determine and deliver priorities.
- 5 A demonstrated commitment to and motivation for realising efficiency and effectiveness, particularly as it relates to an opportunity to identify and deliver on these improvements.
- 6 Demonstrated ability to recognise sensitive issues and to ensure confidentiality.
- 7 Experience in /or ability to quickly learn and become conversant in processes underpinned by legislative frameworks and their relevant requirements.

- 8 Experience in communicating clearly in writing and orally and demonstrated interpersonal skills.
- 9 High level proficiency in commonly used computer systems and software.
- 10 A current 'c' class drivers licence and a willingness to maintain it.