



Position Description – Planning Assessment Lead

Division	City Futures
Portfolio	Development Services
Business Unit	Planning Assessment
Level	Level 8
Reports To	Coordinator Development Services
Prescribed Position	No

Position Objective

The Planning Assessment Lead supports the Coordinator Development Services to ensure the Planning Assessment team delivers timely, accurate and well-considered assessments under the Planning, Development and Infrastructure Act. The role provides leadership across day-to-day operations, staff development, mentoring and continuous improvement, while also undertaking complex planning assessments and helping the team adapt to legislative and policy changes.

The position leads the team to deliver high-quality pre-lodgement advice, customer information services and accurate application categorisation and assessment. It also supports compliance-related activities to ensure adherence to relevant legislation and standards, all while maintaining a strong commitment to consistent, exceptional customer service.

Key Responsibilities

- Support the Coordinator Development Services to ensure the team delivers the timely and accurate assessment of applications under the Planning Development and Infrastructure Act.
- Support the Coordinator Development Services to develop staff within the Planning Assessment team, including performance management, mentoring, and fostering a culture of excellence and innovation.
- Support the Coordinator Development Services to monitor legislative changes, ensure impacts are understood, and update work practices accordingly.
- Undertake assessments of more complex planning applications.
- Actively involved in the identification and management of the day to day activities and projects of the Planning Assessment business unit.
- Lead the design, implementation and review of continuous improvement across the Planning Assessment business unit.
- Provide leadership to the team to deliver:

- High-quality pre-lodgement advice, customer information services, website updates, and phone/email responses.
- Support compliance services to ensure appropriate legislation and standards are adhered to.
- Accurate categorisation and assessment of all applications.
- Consistent excellence in Customer Service
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Responsible for providing leadership of the safety and wellbeing of their staff in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Highly developed planning assessment technical skills.
- Demonstrated ability to manage, develop and mentor staff.
- Exceptional commitment to customer service.
- Excellent verbal and written communication skills.
- High level negotiation and problem-solving skills.
- Excellent organisational and time management skills.
- Excellent ability to apply legislation and regulations.

Knowledge

- High level knowledge of the development industry.
- High level knowledge of continuous improvement principles and procedures.
- Comprehensive and detailed knowledge and understanding of the Planning, Development and Infrastructure Act, associated regulations and the State Planning Strategy/System.
- Knowledge of the National Construction Code (Building Code of Australia).
- A working knowledge of the Property and Rating Development Application Module.
- A working
- A working knowledge of the land division processes with respect to the requirements and procedures pursuant to the Real Property Act.

- Knowledge of the Environment Protection Act.

Experience

- Proven detailed experience as a Town Planner.
- Proven experience in the provision of excellent customer service, and in leading others to provide excellent customer service.
- Substantial proven experience in the administration of planning processes.
- Demonstrated use of appropriate information technology including Land Information systems and Geographic Information systems.
- Demonstrated success in leading a team.
- Demonstrated ability to lead change management processes within a team and to identify and implement innovative solutions.

Qualifications & Requirements

A tertiary qualification in planning or an allied discipline

Essential

Car Licence

Essential