

POSITION DESCRIPTION

Position Title:	Manager Planning & Development Services
Award/Agreement:	TOC Industrial Agreement 2024 (and any subsequent agreement)
Classification level:	Level 11
Directly reports to:	Director Planning and Environment
Positions under Direct Supervision:	1 FTE Senior Planner 1 FTE Planning Officer 0.4 FTE Heritage Officer 1.8 FTE Administration Officers 1.0 FTE Building/Planning Cadet <i>(Note: The Principal Building Surveyor reports directly to the Director Planning and Regulatory Services but works collaboratively with this role.)</i>

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goal areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

To manage the Town's strategic and statutory planning functions to ensure planning obligations are delivered professionally, efficiently, and with a strong customer focus.

To oversee the administration team and Building/Planning Cadet providing shared support across planning and building functions, and to work collaboratively with the Principal Building Surveyor to ensure building permit and compliance processes are effectively coordinated and delivered.

Objective 1: Statutory & Strategic Planning

- Support the review of the Town's Local Planning Scheme and Local Planning Policy Framework.
- Assess and report on complex development applications for compliance with relevant statutory frameworks, legislation and policies, exercising sound judgement and delegated authority.
- Provide clear, high-quality advice and recommendations to Council, the Town's Executive Team, and stakeholders through verbal and written communication.
- Manage planning disputes and represent the Town in State Administrative Tribunal matters, where required.
- Collaborate closely with the Principal Building Surveyor to ensure coordinated compliance between building permits and planning requirements.

Objective 2: Development Services

- Coordinate daily operations across planning, building, and administrative functions to ensure effective and customer-focused service delivery.
- Lead and support the shared administration team and Building/Planning Cadet to deliver integrated assistance and workflow efficiency.
- Facilitate cross-departmental collaboration with other Town units such as Environmental Health, Parks and Environment, Assets and Engineering to achieve timely and compliant development outcomes.
- Maintain and improve documentation, workflows, and reporting systems to support transparent and efficient development processes.

Objective 3: Customer Service

- Provide a high level of customer service quality with the aim of achieving customer satisfaction with planning processes and responsiveness.
- Attend telephone and counter enquiries pertaining to planning matters.
- Provide technical advice and information on planning issues to members of the organisation, the community, and government departments.
- Contribute to the maintenance of planning records, files and information systems.

Objective 4: Leadership (for Managers/Senior Officers)

- Provide regular, consistent communication to and from team members, to support a productive and effective business unit.
- Provide direction and achievable goal setting to team members, while setting a good example through consistently demonstrating the organisation's Values
- Provide leadership and nurture the continual development of positions under your direct supervision.
- Prepare and implement a business unit plan.
- Prepare high quarterly Council reports and business unit reports and present at quarterly reporting meetings.
- Develop and manage the business unit Budget with the aim of maximising the resources.
- Manage the Performance Assessment Cycle for positions under your direct supervision including annual review of position descriptions.
- Provide technical advice and professional support to officers and others as required.

- Make suggestions and manage change that contributes to the efficiency and effectiveness of the business unit.
- Prepare and update work procedures, Council policies, and Local Laws.
- Report as required to the Director on workload, effectiveness and staff matters.
- Attend Council and committee meetings, information sessions and forums as and when required.
- Keep informed of current trends and initiatives and ensure involvement in continuing professional development.
- Be an active, positive and contributing member of the Town's Management Group.

Objective 5: Work Health and Safety (For Managers)

- Raising WHS awareness throughout business units.
- Facilitation of continual improvement and cultural beliefs around safety.
- Actively promote WHS and disseminate WHS information.
- Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards.
- Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards;
- Effectively communicate regarding the WHS management system.
- Apply OSH and relevant legislation.
- Implement components of OSH management systems.
- Implement hazard identification, risk assessment and control.
- Implement incident investigation, reporting and record keeping.

Objective 6: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 7: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- Tertiary qualification in Urban and Regional Planning (or equivalent) and demonstrated experience in a senior planning role.
- Demonstrated expertise in assessing and managing complex development applications, including interpretation of planning legislation, policies, and technical reports.

- Proven ability to convey complex technical and planning information clearly and effectively to a wide range of stakeholders including Elected Members, consultants, State agencies and the general public.
- Strong leadership and people management skills, with experience motivating and developing a small multidisciplinary team.
- Highly developed negotiation and conflict resolution skills, with the ability to manage sensitive planning issues and achieve balanced outcomes.
- Demonstrated ability to plan, prioritise and deliver multiple projects and initiatives within agreed timeframes and budgets.
- Proven commitment to customer service excellence, with the ability to manage competing priorities and ensure timely, professional responses to community and applicant needs.

Desirable

- Previous experience in a local government environment.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e., Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working with Children Check and these will be specifically indicated in the Selection Criteria.

PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6-month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Signatures

Chief Executive Officer Approval	
Signature	Date

Employee	
Signature	Date