

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Coordinator Building Approvals	Level	9
Service Unit	Regulatory Services	Position no.	00113
Directorate	Planning and Community Development	Date Effective	August 2011
Reporting to	Manager Regulatory Services	Date last updated	February 2026

2. KEY OBJECTIVES

- Lead and coordinate the delivery of the City's building approvals services in accordance with statutory requirements and required service levels.
- Provide specialist technical advice and input on complex building approval matters.
- Provide supervision and mentoring to build capacity within the team.
- Identify, direct and oversee building and process improvement projects to ensure processes and procedures are clearly defined.
- Ensure a high level of customer satisfaction is provided by the team.

3. KEY ACCOUNTABILITIES

- Ensure all building permit applications are assessed in accordance with legislative requirements and determined within statutory timeframes.
- Ensure approvals related services including verge permit applications, land purchase inquiries and requests for building plans are delivered to a high standard and in accordance with the City's agreed service level timeframes.
- Actively coordinate and drive all projects and initiatives undertaken by the team to ensure the achievement of project milestones and project budgets in accordance with the Project Management Framework and Community Consultation Engagement requirements.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- People management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
- Financial management activities are undertaken in accordance with City procedures and processes.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Undertake activities in accordance with the Business Unit Plan, Annual Plan, Corporate Business Plan and Strategic Community Plan.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

4. KEY ACTIVITIES

Outcome: Leadership

- Coordinate and oversee the operation and resourcing of the Building Approvals team to ensure all responsibilities, obligations and functions are carried out professionally, in a timely manner and to a high standard.
- Provide technical leadership that supports evidence based decision making and adherence to statutory requirements.
- Develop, review, and implement agreed internal service levels to facilitate timely technical advice and collaboration to support the assessment of building approvals and the effective provision of other services by the team.
- Provide leadership to employees and drive a work environment that is conducive to employee involvement, effectiveness, safety, and wellbeing.
- Apply effective people and change management methods to ensure positive performance management and appropriate application of resources.
- Proactively build positive and collaborative internal and external working relationships.
- Ensure an open exchange of ideas and information and facilitate cooperative teamwork both within the team and with other teams within the City.
- Develop and maintain strategic working relationships with government agencies, developers, and consultants.
- Perform other duties within the scope of this level and in accordance with skills, knowledge, and experience.

Outcome: Continuous improvement

- Develop, maintain and regularly update the building approvals team processes.
- Actively promote a culture of continuous improvement in the team focused on achieving customer satisfaction.
- Proactively work to foresee, prevent and/or resolve issues.
- When complaints are received, assess whether any of the City's processes or procedures contributed to the dissatisfaction and identify opportunities to minimize similar issues in the future.
- Identify and act on opportunities for improvement to procedures, processes, services or systems that will increase efficiency.
- Proactively work in conjunction with planning, compliance and environmental health and other relevant teams to ensure efficient and effective communication of cross-functional information.
- Monitor and manage the functions of the team to ensure all activities occur in accordance with approved authorisation and delegated authority.
- Review and update delegated authority when required by legislative requirements or process improvements.

Outcome: Service delivery

- Coordinate day to day activities of the building approvals team including the allocation and monitoring of work to ensure permits and other approvals and services are delivered in accordance with requirements including legislative.
- Oversee the assessment of complex building applications and resolution of contentious building matters.
- Oversee resourcing and operation of the team to ensure adequate staff are available to deliver services in accordance with statutory timeframes and agreed service levels.
- Support the compliance, planning approvals and environmental health teams through the provision of expert advice on building related matters.

- Provide technical support to other business units as required.
- Attend and provide advice on behalf of the building team at internal meetings including the executive leadership team.
- Attend and represent the City at external meetings with residents, consultants, architects, builders, developers and government agencies.
- Prepare reports and/or information for the City's solicitors in relation to legal matters.
- Attend the State Administrative Tribunal or court proceedings as required.
- Ensure complaints are investigated impartially and with attention to detail, prepare respectful, factually accurate responses that address and/or respond to issues raised.
- Ensure that administrative staff provide a service that supports customers and effective and efficient assessment of applications.
- Support and monitor complex projects and initiatives.
- Regularly report to the manager, director and executive leadership team as required on matters relevant to the activities of the building approvals team.

Outcome: People Management

- Undertake recruitment and selection processes as required.
- Ensure employees comply with work health and safety related requirements.
- Set performance targets and development plans for employees.
- Monitor and manage performance of employees by providing appropriate feedback.

Outcome: Project and Financial Management

- Undertake and oversee the delivery of project management.
- Participate in development and relevant reporting for the Business Unit Plan and relevant Corporate Business Plan milestones.
- Undertake financial management responsibilities to contribute to development of budgets and ensure services are provided within those budgets.
- Maintain and manage data relating to relevant approvals to enable reporting in the Annual Report, against CEO KPI's and for other relevant purposes as required.
- In consultation with the manager, prepare the annual budget in accordance with corporate financial requirements and timelines.
- Monitor and review the budget to ensure alignment with intended budget outcomes and identify and report on variances.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Leading and developing teams through effective performance management, coaching and feedback.
- Written and verbal communication, including report writing skills.
- Interpersonal, conflict resolution and negotiating skills.
- Ability to manage time, set priorities, and plan and organise work within a team environment.
- Microsoft Office.
- Administer and apply building approvals related legislation and relevant building codes and standards within a local government setting.

Knowledge:

- Operational requirements of local governments.
- Building approvals activities and work practices.

- People management practices.
- Working knowledge of budget preparations and monitoring.

Experience:

- In people management, with responsibility for supervising staff in a building approvals environment, preferably in Local Government in Australia.
- Assessing and/or preparing building permit applications for compliance with legislative and other requirements.
- Project management.
- Budget development and management.

Qualifications/Clearances:

- Accreditation as a Level 1 (Building Surveyor) or Level 2 (Building Surveyor Limited) with the Australian Institute of Building Surveyors.
- Current WA “C” Class Drivers Licence.
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Coordinates a work area of the City at a higher level of ability.
- Responsible for the control and coordination of a work area including quality, cost effectiveness, costings, and timeliness of the programs/projects under their control.
- Responsible for negotiations with applicants to achieve acceptable outcomes for application and proposals under their control.
- Authority to implement and initiate change in area of responsibility within organisational goals and constraints.
- Significant delegated authority in relation to building approval matters.
- Exert influence in the operations and procedures within the organisation relevant to building approvals and related matters.
- Complex decision making, requiring significant use of initiative and judgment.

7. WORKING RELATIONSHIPS

Level of Supervision

- Works under broad direction.

Internal:

- All other business units.

External:

- Ratepayers, residents, applicants and the public.
- Government departments and agencies.
- Other local authorities.
- Developers, consultants, certifiers, builders and contractors.
- City’s legal advisers.
- WA Local Government Association and agencies representing the building industry.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	7
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