

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Assistant Urban Planner	Level	4/5
Business Unit	Planning Services	Position Number	00117, 01297
Directorate	Planning and Community Development	Date Established	June 2008
Reporting to	Coordinator Planning Approvals	Date Updated	March 2024

2. KEY OBJECTIVES

- Provide a high level of customer service to both internal and external customers and stakeholders.
- To provide a high-level administration function for the Planning Services business unit.
- Undertake the assessment of a range of planning proposals within the scope of this level and in accordance with relevant skills, knowledge, and experience. and the Council's policies and relevant legislation.

3. KEY ACCOUNTABILITIES

- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Administrative duties are undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- The assessment and provision of recommendations on development applications and general planning matters is undertaken within agreed timeframe and in accordance with the City's protocols, procedures and relevant legislation.
- Correspondence and other written material is of a high standard, content is accurate and undertaken in accordance with the City's writing guidelines.
- 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.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Customer Service

- Provide written and verbal advice to customers (including residents, the general public, developers, public authorities and consultants) regarding planning matters.
- Liaise with residents, the general public, developers and consultants in a professional manner and in accordance with the City's customer service charter.
- Liaise with internal staff as required ensuring a coordinated approach to Planning Services activities and build strong relationships across the organisation.
- Customer enquiries are directed to the most appropriate officers by having a broad understanding of the organisation structure and key responsibilities of other businesses units.
- Maintain confidentiality and privacy of customer records and information in accordance with the City's protocols.
- Provide a high level of customer service that enhances the City's image.

Outcome: Administrative Support

- To participate in a team environment that ensures the efficient and effective operations of the Planning Services team and ensures unit objectives and performance standards are met.
- Undertake high level administrative functions associated with the acceptance and processing of planning applications and stakeholder enquiries.
- Prepare documentation for public consultation of planning related matters.
- Contribute towards the development, implementation and maintenance of operational procedures and internal protocols associated with customer service, administrative and planning related processes.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Planning Activities

- Assess and process a range of planning proposals, including development applications, liquor license referrals, written planning advice and subdivision referrals and clearances in accordance with statutory requirements and associated timeframes.
- Prepare reports and recommendations on applications and land related matters, ensuring relevant statutory requirements and policies are met.
- Assist with the processing of relevant legal documents including easements, restrictive covenants and other related legal documents and requests.
- Liaise with other government agencies, such as Department of Planning, Lands and Heritage and other relevant stakeholders, regarding planning advice and relevant applications.

5. **WORK RELATED REQUIREMENTS**

Essential Skills, Knowledge, Experience and Qualifications:

High Level Skills in the following areas:

- Demonstrated experience in a customer service role dealing with a range of people in person, on the telephone and by written correspondence.
- Ability to interpret and implement legislation and documents, information sheets, policies and procedures.
- Verbal and written communication skills.
- Interpersonal skills, including the ability to liaise effectively and courteously with internal and external customers.
- Demonstrated administration skills.
- Ability to use the Microsoft Office.
- Time management and organisational skills.
- Demonstrated research and analytical skills.
- Ability to work as part of a team.

Knowledge:

- Knowledge of the role of Local Government within the community, and its functions as they relate to land use planning and development matters.
- Knowledge of customer service concepts and administrative procedures.
- Working knowledge and understanding of document management systems.

Experience:

- Demonstrated experience in a customer service environment dealing with a range of people in person, on the telephone, and by written correspondence.
- Demonstrated experience in a team environment following established processes and procedures within specified timeframes.
- Producing written work of a professional standard, which may include reports, responses to emails and requests for further information.

Desirable Knowledge, Experience and Qualifications

Knowledge

- Developing knowledge of planning documents and relevant legislation such as the Residential Design Codes, local planning schemes, policies and structure plans.

Experience

- Demonstrated experience in town planning matters including the assessment or provision of advice on development applications.
- Demonstrated experience in providing customer service in a local government environment.

Qualifications / Clearances:

- Completion of or progression towards an accredited qualification in Urban and Regional Planning (or closely related discipline) and/or equivalent experience providing planning advice.
- Current WA 'C' Class Driver's Licence.

6. EXTENT OF AUTHORITY

- Freedom to act within defined established practices.
- Required to set outcomes within defined constraints.
- Work outcomes are regularly monitored.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance from others available.
- May be required to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction.

Internal:

- Planning Services employees.
- Customer Service Officers.
- Compliance and Regulatory Services.
- Engineering Services.
- Employees in other business units.

External:

- General public / residents.
- Property developers.
- Planning related applicants/consultants.
- State Government departments and agencies.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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