



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Senior Development Compliance Officer	Level	7
Business Unit	Regulatory Services	Position Number	01762
Directorate	Planning and Community Development	Date Established	September 2024
Reporting to	Coordinator Compliance and Regulatory Performance	Date Updated	

2. KEY OBJECTIVES

- Ensure effective day-to-day operations of the City's development compliance team.
- Provide ongoing performance and process improvement.
- Coordinate investigations and report on breaches of planning and building legislation.
- Provide advice and guidance to the development compliance team in relation to procedures, interpretation and application of relevant legislation.
- Prepare and review written correspondence to elected members and other Government agencies.
- Review and provide guidance regarding evidence and legal authorisation documents in support of legal action undertaken by the City.

3. KEY ACCOUNTABILITIES

- Provide technical guidance to the development compliance team.
- Support team members through difficult and politically sensitive complaints and investigations.
- Regularly review processes in relation to development compliance matters.
- Ensure team members appropriately manage and prioritise compliance action requests.
- Maintain current knowledge of planning and building requirements, guiding the team through administrative and legislative changes.
- Ensure assessments, advice and information provided by the team are in accordance with the City's protocols, procedures and relevant legislation.
- Ensure people management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- 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.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Service Delivery

- Oversee and support the Development Compliance Officers who are responsible for investigating and responding to alleged breaches of planning, building and Local Government legislation, primarily in relation to private property.
- Undertake and manage caseload of development compliance action requests including carrying out site inspections relating to approvals, building construction, land use and demolition.
- Assist Development Compliance Officers to carry out investigations and site inspections.
- Follow through with compliance investigations by engaging with property owners until compliance with legislative requirements is achieved, ensuring team members do likewise.
- Ensure that dangerous, unusual or politically sensitive matters are brought to the attention of the Coordinator and/or Manager and that planning direction notices and/or building orders as applicable are recommended to the Coordinator or Manager when circumstances may require.
- Prepare legal authorisation requests and associated documents for the purpose of prosecution.
- Prepare evidence-based documentation for use in prosecutions and attend Court proceedings to give evidence as necessary in prosecution proceedings.
- Provide advice and guidance relating to policy matters, contributing to the development of planning or other applicable policies that support the City's development compliance functions.
- Provide guidance on written communications to internal and external stakeholders.
- Proactively identify opportunities to improve service delivery, through the review and periodic audit of compliance investigation and customer communication processes.
- Ensure processes are documented and that they are supported, understood and appropriately implemented.
- Monitor administrative workload to ensure the processes that support the investigation program are undertaken efficiently and effectively.
- Monitor schedules to ensure that all correspondence and follow up is within established timeframes.

Outcome: Customer Service

- Respond to escalated customer queries and complaints in line with corporate standards.
- Provide members of the public with relevant and accurate information on development compliance requirements and advice in relation to specific requests.
- Liaise with City employees as required ensuring a coordinated approach to development compliance related activities.

Outcome: People Management

- Manage a range of people management tasks including optimal resourcing levels, onboarding and offboarding in consultation with Human Resources.
- Act as first point of contact for Development Compliance Officer queries, including guidance on standards, legislation and processes.
- Set performance targets and development plans for employees that build and support engagement, growth and development.
- Provide leadership, mentoring, coaching, guidance, monitoring and appropriate feedback to employees in accordance with the City's Performance Appraisal System.
- Actively promote Equal Employment Opportunity, diversity and inclusion.

Outcome: Work Health & Safety

- Foster a culture of sound WHS practices to ensure employees work in a safe manner.
- Exercise a duty of care, ensuring that safe working conditions and practices occur at all times for the safety of employees and the general public.
- Ensure any incidents, unsafe practices, accidents and/or injuries are recorded and reported.
- Review WHS inspection reports and action any required maintenance issues.
- Liaise with WHS representative to review and complete Accident/Incident/Hazard reports and take appropriate action.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****High Level Skills:**

- Ability to work under limited supervision.
- Leadership, effectively supervising and motivating employees.
- Written communication with ability to analyse information and provide clear and concise reports and correspondence.
- Interpersonal, including conflict resolution, negotiation and influencing.
- Reading/interpreting plans and technical drawings, taking accurate measurements and recordings on site.
- Computer literacy and Microsoft Office.
- Organisational and time management.
- Ability to accurately interpret and apply Government legislation, policies, protocols and procedures relevant to the work area.

Knowledge:

- Comprehensive knowledge of relevant legislation including the Planning and Development Act 2005, Planning and Development (Local Planning Schemes) Regulations 2015, Residential Design Codes (R-Codes), Building Act 2011, Building Regulations 2012, Local Government Act 1995, relevant local laws and policies.
- Comprehensive knowledge of contemporary people management and WHS.
- A broad knowledge of Local Government functions and more specific knowledge of development compliance processes relating to planning and building matters.

Demonstrated Experience:

- Leading the delivery of customer responsive services in a regulatory environment.
- Supervising a team in a continuous improvement environment.
- In a Local Government planning and/or building compliance setting, or similar role.

Qualifications/Clearances:

- Certificate IV in Frontline Management and/or equivalent experience in a supervisory role.
- Certificate IV in Local Government (General) or equivalent Local Government experience.
- Current WA 'C' Class Driver's Licence.
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Required to take on a supervisory role with limited input from the Coordinator.
- Required to set outcomes within defined constraints.
- Provides specialist technical professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines, or instructions. Assistance usually available.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under limited direction.
- Supervision of employees within a work area.

Internal:

- Regulatory Services.
- Planning Services.
- Financial Services.
- Human Resources.
- Information Technology.
- General Counsel.
- Other Business Units.

External:

- Residents, ratepayers and business owners.
- Builders, developers and contractors.
- Property Managers and Real Estate Agents.
- Private Building Surveyors and Planning Consultants.
- Department of Energy, Mines, Industry Regulation and Safety (DEMIRS).
- State Administrative Tribunal, other Local Governments and State Government Agencies.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	4
--	---