



City of  
Norwood  
Payneham  
& St Peters

# URBAN PLANNER

## POSITION & PERSON DESCRIPTION

September 2023

### GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

**DEPARTMENT:** Urban Planning & Environment

**UNIT:** Development Assessment

**SECTION:** Development Assessment

**ORGANISATIONAL  
RELATIONSHIP:** Reports to the Manager, Development Assessment

The Position is also expected to work in collaboration with staff from other business units

**DIRECT REPORTS:** Nil

**AWARD &  
CLASSIFICATION:** *South Australian Municipal Salaried Officers Award* and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement

General Officer, Level 4 -5 (depending on level of skills and experience)

## OVERVIEW

The Urban Planner is responsible and accountable for the timely and accurate assessment and enforcement of a range of Development Applications, in accord with the requirements of the *Planning, Development & Infrastructure Act 2016* and the provisions of the Planning & Design Code.

Other responsibilities include providing preliminary advice and answering queries, assessing outdoor dining applications, assessing liquor licence applications and from time to time, taking enforcement action in respect to illegal development.

The Urban Planner will, through the outputs set out above, assist in the delivery of an efficient and effective assessment process which, in turn, will result in the creation of an urban environment which aligns with the Council's Vision for the City.

## ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<b><i>Our People</i></b>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<b><i>Working Together</i></b>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<b><i>Leadership</i></b>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<b><i>Excellence</i></b>	We strive for excellence in everything we do and we encourage innovation and quality.
<b><i>Integrity</i></b>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<b><i>Service</i></b>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

## **POSITION OBJECTIVES**

- To contribute to the overall good governance of the City in respect to Development Assessment procedures, with a focus on the assessment of Development Applications.
- To fulfil the Council's obligations in respect to Development Assessment under the *Planning, Development & Infrastructure Act 2016* and other relevant legislation.
- To ensure that through the Development Assessment process, the Council is able to achieve best practice outputs and outcomes in respect to the built and natural environment, in terms of both character and amenity.
- To 'road test' new planning policies from time to time and provide feedback to senior planning staff about the effectiveness or otherwise of any proposed planning policy changes.
- To ensure that applicants, citizens and other stakeholders are provided with a high level of customer service, through efficiency, consistency, accessibility and transparency in all aspects of Development Assessment, including the lodgement and assessment process.
- To assist the Council to meet its obligations under equal opportunity and Work, Health & Safety legislation.

## **KEY RESULT AREAS**

- *Operational Responsibilities*
  1. Development Applications, Lodgement and Assessment
  2. Policy Review and Development
  3. Development Authorisations
  4. Team Work, Service & Continuous Improvement
- *Organisational Responsibilities*
  1. Corporate Governance
  2. Environmental Sustainability
  3. Work Health & Safety and Injury Management
  4. Organisational Values

## OPERATIONAL RESPONSIBILITIES

### Key Responsibilities & Key Tasks

#### 1. DEVELOPMENT APPLICATION LODGEMENT AND ASSESSMENT

##### Key Result Areas

- Liaise with members of the public to advise on development assessment matters relating to the *Planning, Development & Infrastructure Act 2016* and other matters generally pertaining to development and the future development of the City, including the provision of preliminary planning advice.
- If requested, assist in coordinating and undertaking the effective and timely lodgement and verification of Development Applications.
- Undertake quality, timely and transparent assessment of a range of Development Applications, within the limits of delegated authority from the Council or senior Council staff.
- Ensure that all delegated decisions are made in a timely, accurate and transparent manner.
- Assess applications in accord with the provisions of the *Planning, Development & Infrastructure Act 2016* and the *Planning & Design Code*.
- Prepare well-researched and written reports for the Council's Assessment Panel and other decision-making Committees as required.
- Assist with up-dating procedures for development lodgement and assessment and identify any need for the review of procedures and undertake the reviews as required.
- Assess liquor license applications, within the limits of delegated authority from the Council or senior Council staff.
- Assess outdoor dining and trading applications within the limits of delegated authority from the Council or senior Council staff.
- Attend Council Assessment Panel meetings as required.
- Maintain corporate data bases and corporate records in compliance with the *State Records Act 2012* and the Council's expectations, including the provision of well documented file notes of discussions and decisions.

##### Performance Indicators

- Continued and demonstrated improvement in the time taken to assess Development Applications, and the quality of decisions.
- Improved satisfaction by applicants, citizens and Elected Members in respect to development assessment issues.
- Improved and up-to-date procedures relating to Development Assessment.
- Records and data is maintained in an accurate, timely and meaningful manner and in compliance with relevant legislation.

#### 2. POLICY REVIEW AND DEVELOPMENT

### **Key Result Areas**

- Identify opportunities for the review of policy and the development of new policies, including *Planning & Design Code* policy, as appropriate.
- Identify the need to review general Council policies as necessary.
- Contribute to strategic planning processes and identify strategic planning opportunities, as appropriate.
- Provide input into the review of policies including State and Federal Government initiatives.

### **Performance Indicators**

- Input and advocacy into improved, meaningful and best practice leading edge *Planning & Design Code* policy.
- An improved strategic framework for the City.
- Improved, meaningful and leading-edge policy developed specifically for the City.

## **3. DEVELOPMENT AUTHORISATIONS**

### **Key Result Areas**

- From time to time if required, undertake investigations, follow up and enforcement action, in relation to unlawful land-uses and development activities, in consultation with the Manager, Development Assessment, Senior Urban Planners, or Compliance Officer – Planning Services.

### **Performance Indicators**

- Increased compliance with Development Authorisations.
- Reduced incidences of unlawful development and breaches of conditions.
- Increased resolution of issues without the need for Court intervention.

## **4. TEAM WORK SERVICE AND CONTINUOUS IMPROVEMENT**

### **Key Result Areas**

- Contribute to the effective functioning of the Urban Planning & Environment Department through;
  - observing and practicing Our Values, the Councils Behavioural Standard Policy and the Code of Conduct for Local Government Employees;
  - sharing and communicating relevant information amongst the staff in the Department and between the Unit and other Units within the organisation; and
  - participating in team meetings, continuous improvement opportunities, the EMPOWER Review process and business and action planning.
- Understand the expectations and needs of the customers of the Development Assessment Unit and provide a responsive service aligned with the Organisational Values.
- Identify areas for Service Delivery improvement across the range of services in line with identified customer feedback and organisational needs.

- Participate in the establishment and reporting of key performance indicators (KPI's) and targets for all services within the area of performance.
- In conjunction with the Manager, Development Assessment, develop, deploy and evaluate allocated projects and process improvement initiatives.
- Assist the Development Assessment Unit to continuously improve processes and systems.

**Performance Indicators**

- Service offered is relevant, accurate, bespoke, effective and efficient.
- KPI's are established and delivered.

## ORGANISATIONAL RESPONSIBILITIES

### Key Responsibilities & Key Tasks

#### 1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

#### Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

#### 2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

#### Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.



### 3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

#### Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

### 4. ORGANISATIONAL VALUES

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

#### Performance Indicators

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

## **PERSON SPECIFICATION**

### **QUALIFICATIONS AND/OR EXPERIENCE**

- Desirable - Degree in Town Planning or related disciplines.
- Desirable - Corporate Membership of the Planning Institute of Australia (or eligibility for corporate Membership).
- A valid Class C Driver's licence.

### **KNOWLEDGE**

- A sound understanding of general corporate practices and procedures and Local Government Practices.
- Demonstrated working knowledge of the *Development Act 1993* and *Regulations*, the *Planning, Development & Infrastructure Act 2016* and the *Planning & Design Code*.
- Working knowledge of the Development Assessment process.
- Demonstrated knowledge of the relevant legislation is desirable, including in the following:
  - Real Property & Titles;
  - *Local Government Act 1999*;
  - *Environment Protection Act 1993*;
  - *Public Health Act 2011*;
  - Electricity provision;
  - *Work Health & Safety Act 2012*;
  - *State Records Act 2012*; and
  - Equal Opportunity principles.
- An understanding of Local Government and its operation.
- An understanding of information technology and its application to the Development Assessment function.

### **SKILLS**

- Ability to communicate effectively at all levels with staff, the public and Government Agencies both verbally and in writing.
- Ability to think logically and strategically.
- Good time management skills in order to prioritise tasks and meet deadlines.
- A flexible approach to tasks.
- Sound organisational skills
- Negotiation and conflict resolution skills
- Ability to undertake comprehensive research and to clearly and concisely report the findings.
- Ability to identify problems and procedural blocks and to develop strategic solutions.

## **EXPERIENCE**

- A minimum of One (1) year experience liaising with members of the public on aspects relating to planning legislation in South Australia is desirable.
- Experience in the assessment of a range of Development Applications is desirable.
- Authority pursuant to the *Planning, Development and Infrastructure Act 2016*, is desirable
- Experience in Local Government and its operation is desirable.
- Experience in the use of Objective and Authority software is desirable.

## **PERSONAL ATTRIBUTES**

- Taking pride in quality of work outputs and outcomes.
- Ability to be empathetic and act courteously to a diverse range of people and in diverse situations.
- Ability to work in isolated settings, group settings and within a team environment.
- Ability to work in a flexible manner and adapt to a variety of circumstances.
- Be self-motivated and conduct business in an honest and respectful manner maintaining a high level of professionalism at all times.

## **DELEGATION & AUTHORITY**

- As set out in the relevant Delegations Schedule and Instruments of Delegation as approved and varied from time to time by the Council / the Council Assessment Panel / Assessment Manager.

## **JOB REQUIREMENTS**

- National Criminal Record (Police) Clearance with no adverse findings.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Sun Smart UVR (induction)
  - Hazardous Chemicals Awareness (induction)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Hazardous Manual Tasks Awareness (induction)
  - Fatigue Awareness (annual)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Comply with the Council's Vaccination Policy.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Some out of hours work and attendance at Council Assessment Panel meetings and other meetings is required.

**AGREEMENT:**

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Urban Planner.

**APPROVED BY:**

\_\_\_\_\_  
Mario Barone PSM  
**CHIEF EXECUTIVE OFFICER**

\_\_\_\_\_  
Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Urban Planner has been read and agreed to by

\_\_\_\_\_  
*Insert Name of Incumbent.*

\_\_\_\_\_  
Date

**URBAN PLANNER**

# Our Values Behaviour Statements

## Individual Behaviour

## Organisational Behaviour

### Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

### Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

### Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

### Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

### Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

### Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

### Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

### Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

### Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

### Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

### Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

### Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

### Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

### Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

### Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

### Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

### Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

### Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



City of  
Norwood  
Payneham  
& St Peters

# Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
<b>One Council working together</b> We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> <li>• I will collaborate to get better outcomes</li> <li>• I will deliver in a mutually agreed timeframe</li> <li>• I will reflect on how my actions contribute to the whole experience</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Systems Thinking and the impact of your actions and decisions</li> <li>• Role clarity and understanding your role and the role of others</li> </ul>
<b>Own the experience</b> We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> <li>• I will put myself in the customer's shoes which will guide my actions</li> <li>• I will be courageous to give the customer the best experience I can</li> <li>• I will follow up and follow through</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to be courageous in addressing customers' needs and trying new solutions</li> <li>• Emotional intelligence</li> <li>• Ability to follow up the service through the system</li> <li>• Active listening skills</li> </ul>
<b>Bring my best</b> We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> <li>• I will be professional and positive</li> <li>• I will ask for feedback and reflect on my service to improve</li> <li>• I will practice self-regulation, self-care and know when to ask for help</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled in giving and receiving constructive feedback</li> <li>• A commitment to stay up to date in technical skills and knowledge</li> <li>• Employs strategies to maintain personal and professional resilience</li> </ul>
<b>Be adaptable</b> We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> <li>• I will ask enough questions to understand what service is needed</li> <li>• I will adjust my approach to suit the situation</li> <li>• I will be proactive, consider alternatives and creative solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled in being agile and adaptable</li> <li>• Ability to look for alternatives for best outcomes</li> </ul>
<b>Keep it simple</b> We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> <li>• I will use language that is easy to understand</li> <li>• I will actively listen and stay focused on the situation at hand</li> <li>• I will offer relevant answers and solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate well and use positive and constructive language</li> </ul>