



City of  
Norwood  
Payneham  
& St Peters

# PLANNING ASSISTANT

## POSITION & PERSON DESCRIPTION

February 2024

### 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 & Regulatory Services

**ORGANISATIONAL RELATIONSHIP:** The position reports to the Manager, Development & Regulatory Services  
The Position is also expected to work in collaboration with the Urban Planning & Sustainability Unit and the Customer Services Unit.

**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 3

## OVERVIEW

The Planning Assistant is responsible and accountable for the provision of a range of secretarial and administrative support services to the Development Assessment Team and from time-to-time other staff within the Urban Planning & Environment Department and to assist in the administration of the Council's statutory responsibilities under the Development Act 1993 and Planning, Development & Infrastructure Act 2016, in respect to the processing of Development Applications.

Other responsibilities include undertaking the administrative elements associated with the public notification of Development Applications, conducting Section 7 Property Searches, liaising with customers regarding the processing of Development Applications and providing basic development assessment related advice to citizens, customers, urban professionals, tradespersons and Elected Members.

The Planning Assistant will, through the outputs set out above, assist the Manager, Development & Regulatory Services in achieving the delivery of efficient and effective Development Assessment related services, which will in turn result in the creation of an urban environment which aligns with the Council's vision for the City.

## POSITION OBJECTIVES

- To positively contribute to the efficient and effective provision of Council's Development Assessment Services.
- To assist in the administration of Council's statutory responsibilities under the Development Act, 1993 and Planning, Development & Infrastructure Act 2016, in respect to the processing of Development Applications.
- To fulfil Council's obligations under the Land and Business (Sale and Conveyancing) Act 1994
- To liaise with and offer limited advice to citizens, urban professionals, tradespersons and Elected Members regarding development assessment related matters.
- To contribute to the overall good governance of the City in respect to Administrative procedures.
- To ensure that through the undertaking of administrative processes, the Council is able to achieve best practice outputs and outcomes in respect to the range of services provided by the Urban Planning & Environment Department.
- To assist the Council to meet its obligations under equal opportunity and occupational Health, Safety & Welfare legislation.

## KEY RESULT AREAS

- *Operational Responsibilities*
  1. Development Assessment Support
  2. Administrative Support

## **OPERATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. DEVELOPMENT ASSESSMENT SUPPORT**

- Respond to initial minor and routine telephone and front counter enquiries relating to the Development Act 1993 and Planning, Development & Infrastructure Act 1993 and other general matters relating to planning and building.
- Undertake the Council's statutory administrative responsibilities relating to the processing of Development Applications.
- Undertake public notification procedures relating to new Development Applications in accordance with the requirements set out under the Development Act 1993 and Planning, Development & Infrastructure Act 2016.
- Generate all statutory correspondence pertaining to Development Approvals in accordance with the legislative requirements.
- Ensure that the administrative tasks relating to Development Applications are undertaken within statutory timeframes relating to the assessment of such Applications.
- Assist in the collation and presentation of various summary reports which are distributed to State agencies and Elected Members.
- Provide general support to the Urban Planners and Senior Development Officer (Building).
- Provide administrative support to the Compliance Officer, Planning Services and Public Realm Compliance Officer.

#### **Performance Indicators**

- Provide timely, accurate and confidential advice to customers.
- Provide high quality presentation in typing, layout and accuracy of documentation.
- Undertake administrative procedures in accordance with legislative requirements.
- Timely and accurate provision of public notification to customers.

#### **2. ADMINISTRATION SUPPORT**

- Undertake the administrative tasks to assist in the efficient and effective operation of the Development Assessment Unit.
- Compile and input information into reports requested under Section 7 of the *Land and Business (Sale and Conveyancing) Act 1994* relevant to the Planning and Building functions of the Council.
- Provide word processing and secretarial services to the Urban Planning & Environment department (as required).
- Liaise as necessary with other staff of the organisation with regard to development assessment matters.
- Provide assistance and support in the operations of the Council Assessment Panel and Building Fire Safety Committee, including agenda preparation, catering, room setup and minute taking and organising public attendance where necessary.

- Undertake other duties/projects, as required, by the Manager, Development & Regulatory Services or the General Manager, Urban Planning & Environment.

#### **Performance Indicators**

- Successful monitoring of workflow and tracking of administrative tasks associated with Development Applications.
- Research undertaken accurately and within agreed timelines.
- Efficient and timely completion of tasks within the department.
- Relevant policies and documents are available for staff members and Elected Members, as required.
- Effective functioning of the administrative elements of the Council Assessment Panel and Building Fire Safety Committee.

### **PERSON SPECIFICATION**

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

- Matriculation or equivalent High School achievement.
- Local Government Association South Australia (LGASA) planning course (desirable)

#### **KNOWLEDGE**

- Sound working knowledge of word processing and database management.
- Ability to acquire knowledge of the Development Act, 1993, Planning, Development & Infrastructure Act 2016 and associated Regulations and the Planning & Design Code.
- Working knowledge of the Authority/CIVICA system is desirable.
- Working knowledge of Council policies and procedures is desirable.
- Good knowledge of Local Government's role in providing services to its constituents.
- Good knowledge of the fundamentals and protocols of organising meetings and functions.
- An appreciation of quality management and best practice principles.

#### **SKILLS**

- Word processing – minimum 80 wpm.
- Proficiency in keyboard skills.
- Good oral communication skills, in particular providing information, recording and relaying of messages.
- Good written communication skills (draft/edit standard documents relevant to the Department).
- Good organisation skills, including time management, prioritisation and delegation.
- High level of proficiency in current window-based computer-based systems, software applications and word processing (mail merges, section breaks, headers & footers, use of Excel and databases).

## **EXPERIENCE**

- Experience in secretarial and administrative support roles.
- Experience in clerical procedures, including file management and all aspects of meeting procedures and administration.

## **PERSONAL ATTRIBUTES**

- Ability to interpret and resolve initial telephone and customer enquiries.
- Demonstrated high level of interpersonal skills and work ethic, including:
  - High degree of confidentiality,
  - Discretion and diplomacy,
  - Motivation and enthusiasm,
  - Commitment of professionalism,
  - Accuracy and attention to detail,
  - Strong commitment to, and focus on, customer service, and contributing to establishing strong community relationship,
  - Willingness to contribute to a team approach to providing high quality, responsive customer service.

## **DELEGATION & AUTHORITY**

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

## **JOB REQUIREMENTS**

- National Criminal Record (Police) Clearance
- Completion of training & attainment of skills applicable to Award Classification.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Attend training courses and other relevant staff development and maintain competency levels.
  - Complete duties as requested by a more senior officer.
  - Complete duties within the timeframes allocated.

## **WORK HEALTH & SAFETY RESPONSIBILITIES**

- 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.
- 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)

## **Performance Indicators**

- Awareness of, and compliance with, WHS legislation and demonstrates safe working practices.
- Competency levels maintained and up to date, as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

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) 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.



**PLANNING ASSISTANT**  
**POSITION & PERSON DESCRIPTION**  
**February 2024**



**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 Planning Assistant.

**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 Planning Assistant has been read and agreed to by

\_\_\_\_\_  
**PLANNING ASSISTANT**

\_\_\_\_\_  
Date