

Position Description

Development Advisory Officer

Position profile

Business Unit	Development Services	Position number	P10043 P10044 P10045 P10046
Department	City Futures	Status	Permanent Full Time
Salary group		Date endorsed	8 August 2017
Reports to	Coordinator Development Advisory Services		

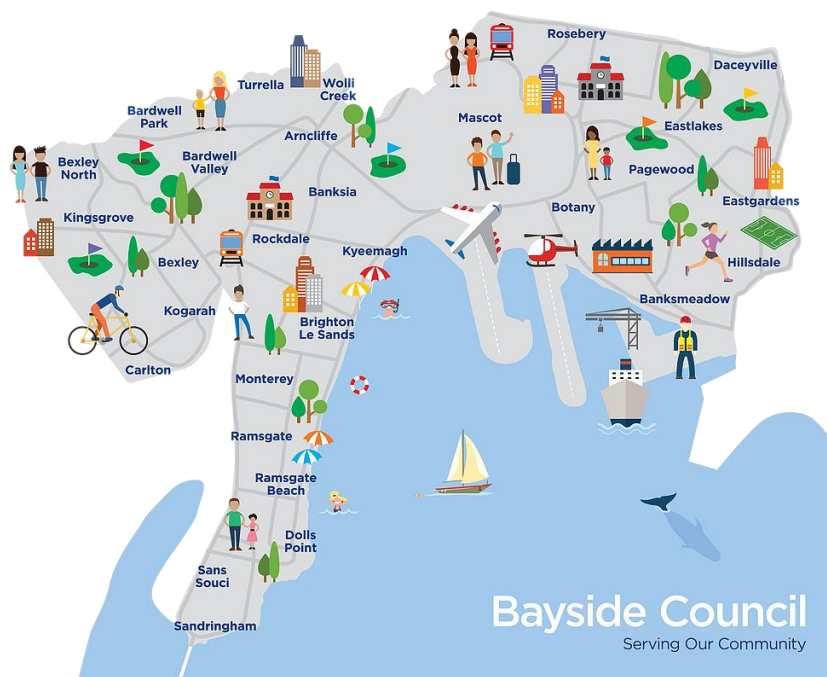
Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

Primary purpose of the role

Provide customer service, information and assistance to improve the quality of development applications received by Council.

The role is responsible for providing quality and accurate advice to customers to respond to development enquiries and to explain Council policies.

Key accountabilities

Within the area of responsibility, this role is required to:

- Check applications for completeness to ensure timely decisions and outcomes in line with applicable legislation and Council policy.
- Book pre-development application meetings and lodgement interviews for large applications to assist with the investigation and processing of applications.
- Provide quality, accurate and timely advice to customers to respond to development enquiries and to explain Council policies.
- Contribute to the maintenance of comprehensive and up to date information on Council's website to increase awareness of Council's policies and procedures in relation to development services.
- Identify improvements to systems, processes and procedures to enhance team service delivery and performance.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Key challenges

- Identifying and resolving issues in a timely manner to provide quality services and a positive customer experience, given competing priorities and expectations.

- Dealing with staff, external stakeholders and issues in a professional manner that maintains confidentiality, privacy and discretion.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.

Role Dimensions

Decision Making





- The role is responsible to deliver activities and tasks on time and within expectations in terms of quality, deliverables and outcomes.
- Assist to resolve complex issues and bring priority matters to the attention of the Coordinator Development Advisory Services for resolution.
- Guided by Council strategic plans, statutory guidelines and relevant legislation.
- Determine day-to-day priorities in line with the agreed team work plan.

Essential Requirements

- Higher School Certificate or relevant TAFE qualifications.
- Understanding of planning legislation and regulations.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
 Results	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
 Business Enablers	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	<p>Workers have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. <p>INDOOR EMPLOYEE:</p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training, • Sitting and working posture when in meetings and at the workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.

Disclosures of Interest

Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).

Equal Employment Opportunity

Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE (REMOVE EITHER YES OR NO)

Does this position fall under the definition of child related employment?	No
Does this position require incumbent to undergo criminal reference check?	No
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	No
Specify licence:	
Will incumbent need to make disclosure of pecuniary interest?	Yes
Could there be a conflict of interest with secondary employment?	Yes