

Role Description

Development Control Officer



Title	Development Control Officer
Classification/Grade/Band	Band 3 Level 2
Group/Unit/Section	Environment and Planning / Environment and Certification / Development Control
Reports to	Section Manager Development Control

Vision

A vibrant and sustainable Central Coast

Purpose

To provide valuable services that strengthen and support the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Development Control Officer is responsible for ensuring the effective delivery of land use compliance and regulation services to protect and enhance both the natural and built environment.

The position of Development Control Officer is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Investigate and coordinate land use compliance, building and development control matters to ensure compliance with relevant statutory requirements and Council policies.



- Perform inspections and evaluate matters associated with existing development and illegal land use to ensure compliance with statutory requirements, including approvals and policies.
- Respond to politically sensitive, significant compliance matters under the supervision of the Section Manager, Development Control.
- Prepare accurate and timely field notes to enable informed decisions to be made in relation to investigations relating to land use, building and development compliance matters.
- Facilitate and coordinate meetings and cross functional professional involvement to respond to compliance matters.
- Issue notices, orders, fees, fines and commence prosecutions in accordance with relevant legislation, procedures and delegations.
- Research, analyse and interpret relevant legislation, codes, policies, procedures and apply them in a practical context.
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor.
- Decisions affect the work and activities of others within the work group or team.
- The work of the Development Control Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements.



- The Development Control Officer is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer.
- Identifies requirements as an input to budget development.
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;



- Understand delegations and act within authority levels;
- Exercise fiscally responsible behavior and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

Bachelor degree in Environmental Health, Town Planning, Building Surveying, Investigations or equivalent

EXPERIENCE

- Demonstrated experience in the interpretation of planning and Local Government legislation
- Demonstrated experience and knowledge in working with Environmental Planning and Assessment legislation;
- Demonstrated ability to prepare formal reports and correspondence relating to planning and building legislation
- Demonstrated experience in the preparation of court evidence and representation of Council or other Authority in legal proceedings



- Demonstrated advanced complaint investigation skills
- Demonstrated ability to complete work and deliver according to project schedules and deadlines.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	Community Organisations – service clubs etc.
	Professional/Industry associations including Unions
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

