



MANAGER DEVELOPMENT SERVICES

JOB & PERSON SPECIFICATION

SEPTEMBER 2021

Position Description

Title:	Manager Development Services
Classification:	General Officer Level 8
Department:	Development Services
Current Occupant:	Vacant
This Position Reports To:	Director Development and Environmental Services
Reporting To This Position:	Senior Assessment Officer – Planning, Assessment Officer – Planning (3) Senior Assessment Officer – Building, Assessment Officer – Building, Compliance Officer, Administration and Technical Support Officer (2)
Location:	Nuriootpa – Principal Office
Date Last Reviewed:	September 2021
Approved by:	Chief Executive Officer

Corporate Objectives

All Employees of Council contribute to Council's strategic goals and objectives. The *Barossa Community Plan 2020 – 2040* lays the foundation for all strategic decisions made by Council and is supported by a *Corporate Plan*. The Community Plan provides a clear strategic direction across a range of areas, as well as serving as an overarching guide to measure our decision making and successful delivery of service. The Community Plan shows commitment to the values of **Land and Place**, **Community**, **Leadership** and **Achievement** with targets that reflect six key themes:



Natural Environment and Built Environment



Community and Culture



Infrastructure



Health and Wellbeing



Business and Employment



How we Work, Good Governance

Customer Service

Council values its customers and strives to provide the right people, efficient processes and systems to deliver a quality customer experience. Every role within Council serves an internal or external customer and we are committed to ensuring that customers are at the centre of everything we do.

Constructive Culture

The Barossa Council is committed to developing a constructive culture that supports employees, Council and the Community to achieve our goals. The behaviours of a constructive organisational culture consist of four main constructive styles:

- 1 Achievement** Pursue a standard of excellence, set challenging but realistic goals and work towards them with enthusiasm.
- 2 Self-Actualising** Maintain personal integrity, enjoy work, self-develop and take an interest in growth and improvement activities.
- 3 Humanistic-Encouraging** Be supportive of others in and outside the workplace and constructive in their dealings with one another.
- 4 Affiliative** Be friendly, sensitive, and cooperate with others.

Staff Values

Our values support our organisational culture and include **Honesty and Integrity, Transparency, Communication and Teamwork.**

premium wine food tourism heritage lifestyle community



Position Overview

The Manager Development Services will provide strategic leadership to the Development Services Team in order to drive appropriate land use, built form, economic development and to influence greater environmental focus and collaboration. The Manager Development Services will provide strategic advice to the Executive and Council and deliver upon the Council's vision and the organisations objectives as defined in approved strategic management plans.

Key Responsibilities

Leadership

- Demonstrate and provide leadership in the area of planning, building and compliance services in accordance with Council's core organisational values.
- Through values-aligned leadership, ensure the consistent achievement of core Council objectives across high quality customer experience delivery and investment facilitation; and through optimised development services, enhance places to be attractive, liveable and in balance with our natural environment and built heritage.
- Ensure the effective and efficient day to day management and operation of the Development Services team and all associated functions using best practice and inspiring leadership skills to ensure engaged and motivated staff, organisational values-aligned staff behaviour and the optimal delivery of key Development Services outcomes.
- Provide input into strategic leadership across the organisation with focus on the application of continuous improvement, best practice and contemporary methodologies in order to generate efficiencies and reach improved outcomes for the Community, Council and staff.
- Influence team performance through the application of modern people management and leadership practices including the management of key processes associated with staff performance enhancement and the review and identification direct report's training needs.
- Coach and mentor staff and encourage professional development through endorsing and facilitating appropriate training and development opportunities for them in order to optimise the delivery of Council's Development Services by staff who are continuously developing their knowledge, skillsets and safety practices.
- Support the team to deliver high quality, innovative services and consistently high performance.
- Build team capability, accountability and responsiveness through the development and implementation of streamlined and improved techniques, work practices and processes across all facets of the Development Services area in order to achieve corporate goals.
- Professionally represent the Development Services Department at Council and other meetings and provide legislatively accurate technical advice, guidance and information.
- Translate change initiatives into enticing and understandable action plans and clearly communicate these to the Development Services team including building their understanding of their roles in implementation.
- Contribute to best practice in accordance with relevant legislation, Council policies, processes, internal control and agreed strategic direction as it relates to the department.
- Provide a positive personal contribution to the Development Services Team and the organisation more broadly through participation in continuous improvement and development of an efficient, effective, professional and customer-focused team.
- Provide leadership to ensure Council's safety and environmental objectives are met and further, manage in accordance with Council's risk policy and appetite, the risks associated with the role including development assessment, strategic land use planning, and the provision of advice internally and externally.

Strategy and Policy

- Ensure effective strategic land-use and planning policy that is consistent with the priorities set out by Council's Strategic Management Plans.
- Manage the staff and operations of Council's Strategic Planning and Development Policy Committee, and to provide advice to the Committee (as appropriate) in relation to the review or amendment of any Regional Plans and the Planning and Design Code as they relate to the region.
- Facilitate Code amendments or reviews, Design Standards and Practice Directions, as required.
- Build productive relationships with community representatives, government agencies, politicians and relevant business and industry groups in order to ensure optimum service provision to the community and positive Council brand representation.

Development Assessment

- The Manager Development Services is duly appointed as the Assessment Manager, or, is responsible for overseeing and supporting the Assessment Manager, who's role it is to:
 - Act as a Relevant Authority for the purpose of development assessment, in the circumstances provided under the Planning, Development and Infrastructure Act,
 - comply with their obligations under the Accredited Professionals Scheme Code of Conduct established under Schedule 3 of the Planning, Development and infrastructure Act,
 - manage the staff and operations of the Council Assessment Panel to which they are appointed, and to provide advice to the Panel (as appropriate) in relation to the assessment of applications presented to the panel,
 - provide regular updates to the Council Assessment Panel on the progress of any appeal against a decision of the Assessment Panel, and to,
 - provide regular updates to the CEO/Director on the operations of the Council Assessment Panel and their performance as the Assessment Manager.
- Lead a best practice approach to statutory planning and building assessment.
- Provide frameworks, systems and processes that support seamless services to assist applicants to comply with requirements of the Planning, Development and infrastructure Act/Regulations, Planning and Design Code, SA Planning Portal and assessment processes and maintain close and effective working relationships across Council to provide a collaborative approach in relation to development within the region.
- Work in partnership across the organisation in order to promote efficient and compliant services in accordance with legislation and best practice.

Compliance, Monitoring and Enforcement

- Manage and mitigate the compliance risks associated with various Acts, Local Laws and Council policies, overseeing any enforcement measures.
- Lead a best practice customer approach to statutory inspections, compliance and enforcement under various Acts and Regulations administered by the department.
- Ensure the considered and effective management of legal actions under Planning, Development and Infrastructure Act or other Acts relevant to the Department or support other enforcement or legislative actions in collaboration with other departments where applicable.
- Monitor and analyse data related to Development Services performance and trends and utilise this information to provide recommendations for business improvement and inform progressive action.
- Manage the staff and operations of Council's Building Fire Safety Committee to ensure compliance with the requirements of the Building Code of Australia (BCA) and the Building Fire Safety Policy.

Customer Experience, Service and Quality

- Influence an agenda of high quality and consistent customer service delivery to internal and external stakeholders, prioritising customer experience whilst balancing the legislative and political nuances associated with the department's service delivery areas.
- Successfully and effectively represent the department and Council brand on relevant external and internal working groups and ensure services delivered on behalf of Council are provided efficiently and effectively in accordance with service levels and annual reviews.
- Lead the effective delivery of Development Services in accordance with adopted, legislated, and organisational functional levels of service.
- Develop and implement effective community information and consultative frameworks and processes in relation to development assessment, compliance and enforcement, key projects and service levels.
- Undertake the annual monitoring and evaluation of service provision against determined objectives, strategic plans and performance indicators, including statutory timeframes for planning permit applications in order to inform recommendations to Council about future planning direction and community needs, and to influence work practice that is consistently aligned to industry best practice.
- Encourage the deployment of quality, continuous improvement, innovation and best value throughout all service functions.

Financial and Procurement

- Accountable for the management, monitoring and reporting of the department's annual budget in consultation with the Director, including the regular monitoring of progress and expenditure against the budget
- Strictly apply Council's Procurement and Financial Delegation policies and guidelines to obtain goods and services for Council in an ethical, optimal and appropriate manner.
- Review schedule of fees relevant to the department's operations.

- Undertake other requirements of financial management as set by policy including any submissions for funding and resource changes.

Authority, Responsibility and Accountability

The Manager Development Services is authorised to:

- Liaise with all staff relevant to areas of key responsibility.
- Work within established guidelines and procedures and where not clearly defined, may initiate the development and implementation of new guidelines and procedures as they relate to the area of responsibility.
- Undertake decision making within delegated authority given by Council, Chief Executive Officer or legislative direction.
- Make decisions within the scope of relevant legislative requirements and processes.
- Make decisions which are consistent and meet with Council's processes.
- Make decisions based on legislation, legal precedent, data, knowledge, research, best practice and experience.
- Exercise a high degree of judgement in planning own work.
- Purchase goods, acquire services and commit expenditure related to the area to a maximum value in accordance with Council's Procurement Framework.

The Manager Development Services is responsible to:

- Ensure all work is undertaken in accordance with relevant legislation and within delegated authority.
- Maintain compliance with and awareness of all Council/Administrative Policies.
- Maintain compliance with and awareness of all Risk Management systems including Work Health Safety (WHS), Injury Management and Return to Work to ensure safety and welfare of self and others in the workplace.
- Undertake duties as a Worker in accordance with obligations under the Work Health and Safety Act 2012.
- Deliver a quality customer experience in accordance with Council's Customer Service Charter.

The Manager Development Services is accountable to the Director Development and Environmental Services for performance primarily determined upon:

- Achievement of key responsibilities as outlined in this position description to contribute to and support Council's Corporate Plan, Local Economic Development Plan, Annual Budget and Business Plan and Department Plans.
- Achievement of actions as detailed in Performance Partnering (PP).
- Relationship with internal and external customers.
- Achievement of quality, cost effective and timely outcomes of projects and programs.
- The nurturing and development of a participative environment where staff at all levels are encouraged to contribute to the development of a productive and rewarding organisation.

Position Competency Profile

Position competency profiles are assessed on an annual basis via a Training Needs Analysis and during Performance Partnering.

<p>Knowledge and Skills</p>	<p>Development Services</p> <ul style="list-style-type: none"> • Detailed understanding of the factors that contribute to sustainable land use planning and development in rural and regional areas. • Comprehensive knowledge of the role of Local Government in relation to land use planning system and other regulatory and compliance programs relating to the use and development of land. • Comprehensive knowledge and understanding of the principles of best practice regulation and compliance strategies. • Proven comprehensive skills in developing innovative strategies and solutions to new problems and opportunities as they relate to development and use of land within the region in a proactive manner.
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	<ul style="list-style-type: none"> • Detailed knowledge and skills in planning and building legislation in South Australia. • Sound understanding of the governance and integrity requirement of Local Government and in supporting the Executive, Council and Elected Members. <p>Leadership and Departmental Management</p> <ul style="list-style-type: none"> • Highly capable to motivate and drive a team through modelling best practice and inspiring leadership in addition to managing the day to day transactional activity pertaining to people management. • Demonstrated strong leadership capability with the nous to manage with empathy, professionalism and innovation. • High level understanding of contemporary Human Resource Management practices. • Proven high level ability to resolve conflict through mediation and negotiation. • Detailed knowledge, demonstrated capability and clear passion relating to the management of staff with the ability to lead and influence constructive workplace behavior. • Highly developed proficiency in independent decision making aligned to corporate policy and departmental constraints with the ability to clearly communicate decision outcomes to effected stakeholders. • Proven comprehensive report development, writing and presentation skills. • High level customer service capability with sound understanding of customer service principles and detailed capability to drive an agenda of customer service through a team of resources. <p>Business Management and Continuous Improvement</p> <ul style="list-style-type: none"> • Highly developed analytical skills with the capability to apply this to the innovation, development and implementation of techniques, work practices and procedures. • Detailed knowledge of quality management and continuous improvement principles. • Sound and demonstrated ability to ensure quality service delivery in accordance with agreed levels of service. • Thorough understanding of contemporary Work Health Safety and Risk Management practices. • Comprehensive understanding of project management and strategic planning principles. • Sound knowledge of procurement, contract and contractor management principles. • High level and proven financial management skills including sound knowledge of budgeting, costing of works and expenditure control. • Capable to utilise detailed analytical skills and comprehensive knowledge of theoretical or scientific approaches in resolving complex problems. • Demonstrated sound understanding of effective research methodologies.
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Strong communication (written and verbal) and interpersonal skills, presentation and engagement skills with the ability to interact with people of all levels, with varying backgrounds and disciplines in order to reach outcomes. • Highly attentive to detail with the ability to produce accurate work. • High level of time management and organisational skills in order to plan and prioritise tasks and meet competing deadlines and objectives. • Demonstrated high level of personal integrity and ethics with the ability to maintain confidentiality and discretion.

	<ul style="list-style-type: none"> Professional with the ability to positively promote and enhance the image of Council and undertake work with a sense of optimism and pride. Ability to learn, identify, implement and apply change with the view of continuous improvement.
Corporate and Other Applications:	<p><u>Essential</u></p> <ul style="list-style-type: none"> Microsoft Office Word, Excel, Outlook <p><u>Desirable</u></p> <ul style="list-style-type: none"> Pathway HPE Content Manager FinanceOne Magiq InfoCouncil Planning SA Portal
Qualifications:	<p><u>Essential</u></p> <ul style="list-style-type: none"> Appropriate qualification in urban and regional planning or relevant field. <p><u>Desirable</u></p> <ul style="list-style-type: none"> Accredited Professional – Planning Level 1 - to be appointed as Assessment Manager under the PDI Act, or ability to achieve this accreditation. Appropriate qualification in Management or other qualifications that address risk management, strategic planning and people management or emotional intelligence.
Experience:	<p><u>Essential</u></p> <ul style="list-style-type: none"> Demonstrated senior management experience especially related to the management of strategic land use planning, oversight of development assessment and people leadership. Demonstrated experience in the development and implementation of services, processes, standards and methodologies of a legislative environment to achieve high quality service outcomes aligned to strategic objectives and the customer. Proven experience in driving innovation and identifying opportunities for improvement and efficiency. Experience in the development of strategic and operational plans. Experience in financial reporting and budget management. Experience in community engagement around complex strategic land use and other planning matters.
Licences/Tickets:	<ul style="list-style-type: none"> Drivers Licence (Class C) White Card National Police Clearance



HOW TO APPLY

Applications should be addressed to Hannah Way and Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.