



## POSITION DESCRIPTION

POSITION TITLE	Compliance Officer
DIRECTORATE - SECTION	Development Services - Approval Services
LEVEL - EBA	5 - Salaried
RESPONSIBLE TO	Manager Approval Services

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

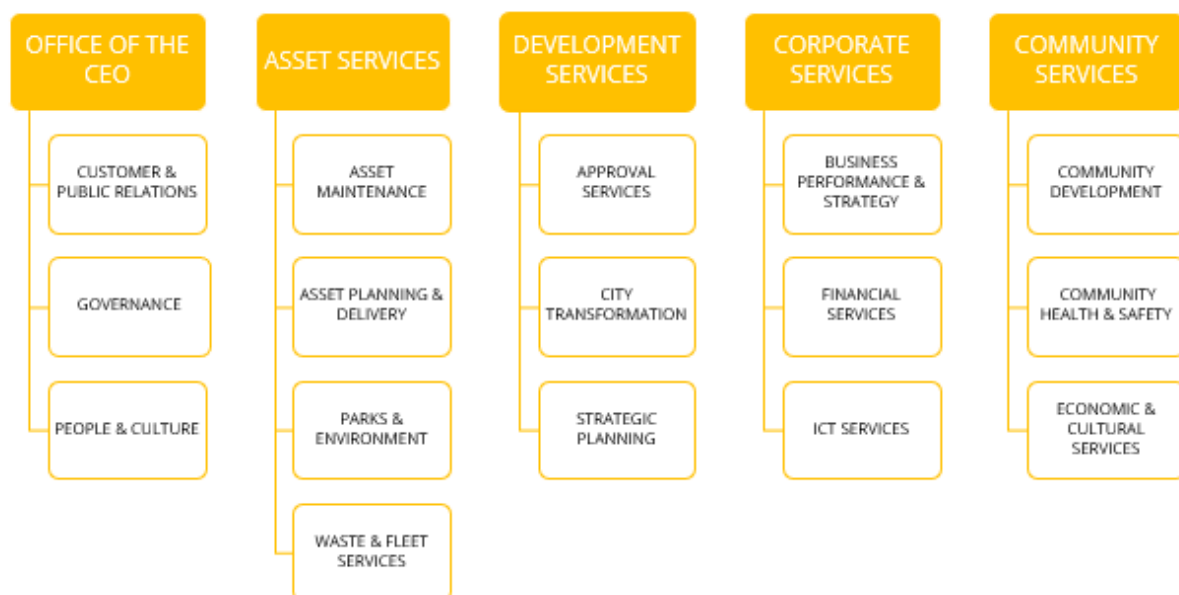
### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

SERVICE	Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
PROFESSIONALISM	Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
QUALITY	Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Provide support to the Senior Compliance Officer to ensure high quality customer service for enquiries and information requests from both internal and external customers with regards to all planning and development compliance matters. To provide ongoing support to Approval Services by providing advice where readily available with respect to matters pertaining to legal enforcement proceedings and planning and building law, Council policy, standards, specifications and procedures that is aligned to Council's strategic planning outcomes and strategies.

## KEY RESULT AREAS

### CUSTOMER SUPPORT

- Proactively maintain and further foster excellence in customer services values and culture service values and culture throughout the City with a consistently positive image of Council being promoted to the community with respect to compliance matters.
- Respond to compliance enquiries and information for both internal and external customers.
- Respond to customer contacts by providing advice and information in a prompt, confident and courteous manner with respect to the compliance matters and where appropriate legal enforcement options.
- Identify ways of improving customer service provided by Approval Services in respect to compliance matters, conflict resolution and Policy and procedure improvements.

### STATUTORY REQUIREMENTS

- Ability to provide administrative support to the Senior Compliance Officer on legal enforcement options as they relate to planning and building law for all compliance matters within the Approval Services business unit.
- Ability to relay information to customers accurately and within the timeframes outlined by the Customer Service Charter.

### ADMINISTRATION

- Proactively maintain and resolve where possible all compliance investigations under the direction of the Senior Compliance Officer and where appropriate Principal Statutory Planner, including but not limited to maintaining the compliance registration database, reviewing, and preparing compliance related policies and procedures and assisting customer with all aspects of planning compliance matters.
- Provide support to Approval Services.
- Inform the public and provide advice on the City's policy position with respect to the handling of compliance matter and legal enforcement options, either by phone, email, counter enquires or meetings.
- Maintain the compliance data base and procedures.
- Act in the role of Senior Compliance Officer when required.
- Assist the Senior Compliance Officer with respect to the preparation of Council reports on enforcement proceedings and compliance matters.
- Attendance at State Administrative Tribunal and Court proceedings.
- Preparation and serving of Planning Infringement Notices and Direction Notices under the Planning and Development Act 2005.
- Assist the Senior Compliance Officer, where appropriate, preparing advice to the City's solicitors in respect to potential prosecutions under the Planning and Development Act 2005, Planning and Development (Local Planning Schemes) Regulations 2015 and Local Government Act 1995.
- Undertake audits of high-risk development and subdivision conditions of approval.

## **STRATEGIC AND OPERATIONAL TRAINING**

- Support the Senior Compliance Officer, and other Approval Services team members by offering innovative solutions to compliance matters.
- Undertake training to improve skills and knowledge of planning law relevant to the duties of the position.
- Undertake ongoing professional development.
- Undertake other learning activities associated with the City which the incumbent might reasonably be expected to do, and which are consistent with the specific accountabilities and responsibilities outlined above.

## **FIELD WORK**

- Undertake inspections of properties in respect to the investigation of compliance matters as authorised under the Planning and Development (Local Planning Schemes) Regulations 2015 and Local Government Act 1995.
- Undertake inspection of approved development in respect to compliance with conditions of planning consent and liaise with owners in respect to matters of non-compliance.
- Preparation of field notes and photographs for evidence gathering necessary to support formal prosecution proceedings.
- Undertake other inspections as required by the Principal Statutory Planner and Manager Approval Services or as otherwise directed.

## **WORKPLACE HEALTH AND SAFETY**

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

## **WORKPLACE COMPETENCY**

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## **TRAINING/QUALIFICATION(S)**

- Relevant tertiary qualification in a related discipline, desirable.

## **ESSENTIAL KNOWLEDGE/SKILLS CRITERIA**

Understanding of the Local Government Act Planning and Development Act 2005, Planning and Development Act (Local Planning Schemes) Regulations 2015 and Building Act 2011 as they relate to enforcement proceedings and planning law would be beneficial but not essential.

## **Communication / Negotiation / Customer Service**

- Ability to foster and maintain strategic partnerships and networks, particularly in relation to Approval Services matters.
- Ability to foster a culture of innovation and excellence through continual team improvement.
- Ability to ensure consistently high standards of customer service is delivered both internally and externally.

- Ability to negotiate outcomes on compliance matters with external customers without the need for formal enforcement proceedings.

### **Knowledge of Local Government Functions; Statutory Requirements and Laws**

- Basic understanding the broad functions of Local Government, particularly in relation to the Local Government Act, Planning and Development Act 2005, Planning and Development (Local Planning Schemes) Regulations 2015 and Building Act 2011.
- Basic knowledge of formal enforcement proceedings for the enforcement of planning and building laws.

### **Documentation and Presentation of Facts**

- Good quality and accurate presentation of advice, both verbally and written, via all standard forms of business communication (including email, memo, letters, reports; policies; procedures; and the development and delivery of visual presentations and attendance at court proceedings).
- Ability to prepare File Notes and other documentation relevant to compliance including documenting evidence for State Administrative Tribunal and court proceedings.

### **Strategic and Operational Planning**

- Ability to contribute to the effective strategic and operational planning by offering innovative suggestions as may be appropriate.

### **Administration**

- Demonstrated administration experience, including administering programs, business correspondence.
- Developed ability to prioritise and work in a timely manner to achieve outcomes.
- Ensuring the compliance register is current and up to date on the City data base.

### **Use of Computer**

- Developed skills in the use of MS Office (Word, Excel, PowerPoint, Publisher) & the LG 'IT Vision – SynergySoft' Software.

## **SELECTION CRITERIA**

1. Well-developed customer service skills with demonstrated ability to facilitate conflict resolution.
2. Effective oral and written communication skills.
3. Ability to work without supervision and in a team environment.
4. Working knowledge of Planning Compliance functions and processes is desirable.
5. Developed time management skills.
6. Developed negotiation skills.

## **PHYSICAL REQUIREMENTS**

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.

- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## **DIVERSITY**

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## **DRIVERS LICENCE**

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## **AGILITY**

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Manager Approval Services  
DATE PD REVIEWED/APPROVED: 5 February 2024

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