

POSITION DETAILS

Position Title:	Client Manager – Building & Development Advisory Service	Position Grade:	12
Department/ Directorate:	Building & Development Advisory Service / City Planning & Environment	Position Status / Hours per Week:	Full Time / 35 hours per week

PRIMARY PURPOSE OF THE POSITION

- To work with the Senior Coordinator Building & Development Advisory Service, Manager Business Improvement and Customer Relations and the Director City Planning and Environment in providing a quality, balanced, customer focused assessment service.
- Contribute to the day to day efficient and successful operation of the Ryde Customer Service Centre in providing specialist information and professional service and advice to the community and developers on development enquiries & proposals, the lodgement of local development applications, Complying Development Certificates, Subdivision Certificates, Building Certificates & Construction Certificates.
- To provide specialist information on development applications and building proposals
- To provide a professional service to developers and the community in relation to areas such as solution design, pre-lodgement and pre-determination
- To educate, inform and advise developers and the community of both State and Council's planning controls, codes, policies and procedures
- To review and prepare submissions on Major Development Projects and Section 75W lodged with the relevant State Agency /Department.
- To review and prepare submissions on new draft and amendments to planning legislations
- To contribute to the efficient and legally correct assessment of Development Applications, Subdivision Certificates, Complying Development Certificates and Construction Certificates
- To represent Council in the Land and Environment Court as required as well as represent the Assessment Unit at Planning and Environment Committee, Joint Regional Planning Panel, Design Review Panel and other forums as required
- To assist the General Counsel or Solicitor in legal matters related to Assessment to achieve the best outcomes for the City of Ryde

SELECTION CRITERIA

Education / Qualifications

- Tertiary qualifications in Town Planning, Building Surveying or equivalent as the minimum requirement

Experience/Specific skills

- Extensive experience and understanding of Development Applications and/or Subdivision Certificates, and Construction Certificates
- Excellent time management and organisational skills
- Strong analytical skills with excellent understanding of local and state government planning legislation
- Well-developed written communication skills with experience in preparing reports for senior management regarding development issues
- Excellent communication, negotiation, and conflict resolution skills

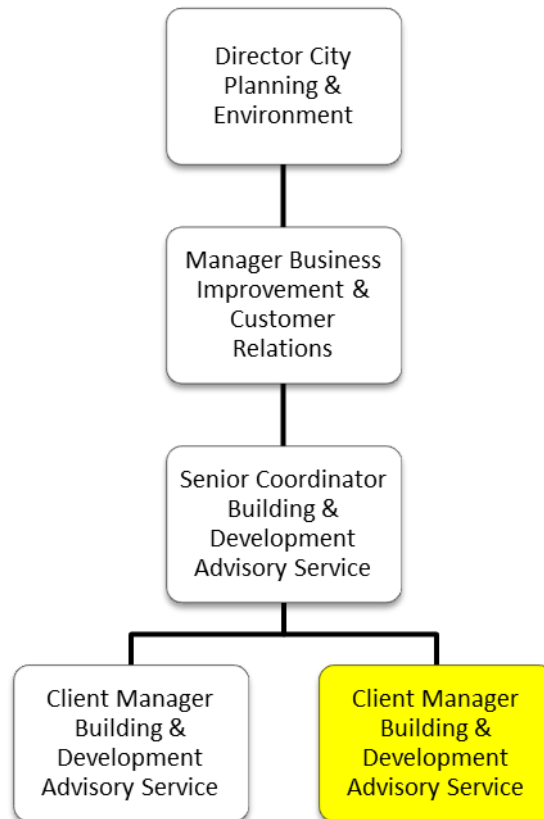
Personal Attributes

- Problem solving approach when dealing with complex development issues
- Ability to work in a fast paced, outcomes driven environment
- Proactively contribute to an environment of change and reform
- Strong teamwork approach

Desirable Qualifications, Experience and/or Skills

- Post graduate qualifications in Town Planning, Building Surveying or similar
- Extensive experience and understanding of Development Applications and/or Subdivision Certificates, and Construction Certificates
- An excellent understanding of the various parts of the development application process such as development engineering, landscape architecture, heritage, BCA compliance, bushfire, etc.

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the City Planning and Environment Directorate of the organisation.

- Business Improvement and Customer Relations
- Building and development advisory service
- Development assessment service

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all OH&S policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan

CORPORATE ACCOUNTABILITIES

12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
19	To manage people to realise their individual and team potential
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

DELEGATIONS

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. A copy of the current delegations from the General Manager is to be reviewed and signed by the employee on commencement.

DESIGNATED POSITION

Please note that this position has been identified as a designated position in accordance with section 441 of the Local Government Act. As a result, in accordance with Section 449, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

Employee's Name	
Employee's Signature:	
Date:	