

## Palmerston North City Council Job Profile

<b>Position Title</b>	Senior Planner
<b>Reporting to</b>	Head of Planning Services
<b>Unit</b>	Customer Services
<b>Date</b>	May 2018

### Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

### Context

The Customer Services Unit is responsible for a wide range of Customer and Regulatory Services. These services include the Call Centre, Front of House and Regulatory services such as Animal Control, Parking, Building, Planning, Environmental Health, Bylaws, and Liquor Licensing.

The Planning Services Team provide efficient and knowledgeable service to the community by ensuring that advice given is customer focused, and in line with the District Plan, Council, and regulatory requirements.

### Main Purpose

The Senior Planner contributes to the culture and effectiveness of the Planning Team by providing a high level of quality technical expertise. Furthermore, this role is key in ensuring that the Planning Services team has the resources and capability to deliver customer focused planning services that meet Council and legislative requirements.

### Key Areas of Responsibility

- Oversee the planning team at an operational (day to day) level ensuring that any issues that arise are managed in a proactive, effective, and efficient manner
- Identify and address any best practice improvement opportunities to enhance the planning service in a timely manner
- Proactively coach, mentor, and develop the technical knowledge and skill of Planners within the team in order to raise the competency level of Planners within the Council
- Provide sound, considered, and customer focused advice to customers (including the development community) in line with District Plan, Council, and regulatory requirements
- Liaise with internal and external stakeholders on the consents process (including 223 and 224 sign off process) in order to facilitate the best outcome in the smoothest manner possible

- Review, provide advice on, and work with relevant stakeholders to ensure that resource consent applications are processed within statutory timeframes and requirements of the Resource Management Act (1991)
- Work with the Building Division in providing technical opinion on contentious Building Consent Plans where there may be concerns of non-compliance
- Proactively and effectively collaborate with the Environmental Planning and Policy team (City Future) on policies and strategies, including the District Plan, to achieve effective provisions
- Provide technical expertise on complex or contentious issues as and when required. This includes the preparation and presentation of evidence at hearings as and when required

### Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

### Key Relationships

#### Internal:

- Head of Planning Services
- The Planning Services Team
- Building Services Division
- Environmental Planning and Policy Team (City Future)
- City Networks

#### External:

- Customers (e.g. Developers, Residents etc)
- Consultants
- Iwi Groups
- Other Local Authorities
- New Zealand Historic Places

## Typical qualifications, skills and experience:

### Qualifications and Experience

- Degree in Planning
- Significant experience in a Planning role
- Experience in developing, mentoring, or coaching

### Skills and Attributes

- Ability to analyse complex issues and come to sound decisions
- Focus on providing excellent customer service
- High degree of initiative with the ability to work autonomously with minimal supervision
- Ability to build and maintain strong relationships with an ability to proactively influence stakeholders for win-win outcomes
- Excellent attention to detail
- Ability to communicate with a wide range of people from varying backgrounds in an effective, sensitive and professional manner (written, over the phone, and face to face)
- Excellent time management and organisation skills
- Ability to work to time frames and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- Ability to be flexible in re-prioritising and re-organising work accordingly
- High degree of integrity with the ability to maintain strict confidence especially when dealing with sensitive and confidential information.
- Computer literate – must be able to use Microsoft Office Package to an intermediate level

### Remuneration

- This role is banded as a **SP5** with a starting salary range of between **\$88,626** (85%) and **\$104,266** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of 7.5% of base salary is available.

### Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

## Competencies

<b>Core</b>	
<b>Service</b>	Able to identify and understand customers needs, find solutions, seek feed back and follows up on solutions.
<b>Communication</b>	Able to provide clear communication, seek clarification and communicate with a variety of people
<b>Business ethics</b>	Good understanding of and able to implement an ethical approach to work.
<b>Information technology</b>	Able to utilise the relevant computer packages used at Council
<b>Health &amp; Safety</b>	Proactively seeks and provides input into health and safety improvements in their work environment Promotes and participates in a healthy and safe work culture Keeps up to date with health and safety legislation and regulations relevant to the work they carry out
<b>Role specific</b>	
<b>Relationship building</b>	Has internal and external networks, values and utilises diversity that enables better service delivery. Understands the stakeholders needs and delivers on commitments.
<b>Teamwork</b>	Understands team dynamics and actively contributes to the team
<b>Technical skills</b>	Able to focus on the technical skills an individual requires, understands legal requirements and has the ability to update and expand current knowledge base.
<b>Coaching and mentoring</b>	Keeps up-to-date with professional knowledge and looks for opportunities for professional development.
<b>Organisation achievement</b>	Plans work and utilises resources. Understands the organisation's vision and aligns work to its meaning. Makes decisions and has the ability to identify and act on risks. Achieves own goals and helps others achieve theirs. Reports on progress.