

POSITION TITLE:	Planning Support Officer	CLASSIFICATION:	Band 5
REPORTS TO:	Team Leader Planning Support	DIRECTORATE	Planning and Place
DEPARTMENT:	City Planning	TEAM:	Planning Support

OUR STRATEGIC CONTEXT


PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

The Planning Support Officer plays a key role in supporting the effective and efficient delivery of statutory planning services to the community, Council and internal stakeholders. The position contributes to positive customer experiences by providing clear, accurate and timely planning advice, ensuring enquiries and requests are managed in accordance with legislative requirements and Council procedures.

Key responsibilities include providing high-quality customer service and administrative support to the Statutory Planning Unit, processing statutory applications and supporting compliance with relevant legislation. The role also contributes to continuous improvement initiatives, supports team capability through knowledge sharing, and undertakes operational tasks that assist the smooth day-to-day functioning of the Statutory Planning service.

RESPONSIBILITIES	KEY OUTCOMES
Provision of Planning Advice and Customer Service	<ul style="list-style-type: none"> ➤ Provide high-quality customer service, including telephone support, by delivering clear, accurate and timely general planning advice to internal and external stakeholders. ➤ Provide consistent advice on planning application processes, planning scheme requirements and Council policies, ensuring alignment with relevant planning controls and Council directions.
Statutory and Legislative Administration	<ul style="list-style-type: none"> ➤ Assess and monitor applications submitted under Section 29A of the Building Act 1993 in accordance with legislative requirements. ➤ Process and complete Freedom of Information requests under the Freedom of Information Act 1982 in an accurate and timely manner. ➤ Seek to solve planning administration problems as they arise by applying knowledge of established legislation, procedures and guidelines, consistently striving to achieve desirable outcomes.

Administrative and Systems Support	<ul style="list-style-type: none"> ➤ Undertake administrative functions and provide database support to ensure the effective operation of the Statutory Planning Unit. ➤ Maintain accurate records and documentation to support statutory decision-making and customer enquiries.
Continuous Improvement and Innovation	<ul style="list-style-type: none"> ➤ Lead and contribute to innovative improvements in planning support functions to enhance service delivery across the Statutory Planning and Planning Investigations Unit. ➤ Identify inefficiencies and propose practical solutions to improve planning administration processes.
Training, Knowledge Sharing and Team Support	<ul style="list-style-type: none"> ➤ Support the ongoing training and development of officers by sharing applied knowledge of statutory processes and procedures. ➤ Act as a point of guidance on procedural matters to strengthen team capability and consistency.

KEY WORKING RELATIONSHIPS



Direct reports:

Internal:

External:

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> • Ability to supervise and guide resources, teams or other employees effectively within the scope of the role Ensuring adherence to defined objectives and budgets while maintaining regular communication and reporting to senior management. • Competence in providing specialist advice or regulating client interactions within established guidelines, with an understanding of the implications of decisions and the ability to navigate appeals or reviews by senior staff • Capacity to provide direct support to senior employees, which impacts overall team performance and outcomes, while maintaining alignment with organisational standards and procedures.
Judgement and decision making	<ul style="list-style-type: none"> • Ability to assess well-defined objectives and select the most suitable methods, technologies, or processes from various alternatives, leveraging professional knowledge and experience • Competence in tackling complex or technical issues that require innovative solutions, demonstrating originality and resourcefulness when faced with unfamiliar challenges. • Skill in seeking and incorporating guidance and advice from colleagues or experts, ensuring informed decision-making within the necessary timeframes.
Specialised knowledge and skills	<ul style="list-style-type: none"> • Deep understanding of relevant technologies, procedures, and processes specific to the operating unit for effective supervision and management. • Strong grasp of the underlying principles of regulations, enabling accurate interpretation and application distinct from routine practices.

	<ul style="list-style-type: none"> Comprehensive knowledge of the senior roles within the unit, long-term goals of the team, and alignment with the broader organizational objectives and policies.
Management Skills	<ul style="list-style-type: none"> Ability to effectively manage time, set priorities, and organize tasks to meet objectives efficiently within available resources and deadlines. Strong understanding of personnel practices, including equal employment opportunity, occupational health and safety, and employee training and development. Proficient in planning and coordinating work activities for oneself and others to achieve specific goals and enhance overall team performance.
Interpersonal skills	<ul style="list-style-type: none"> Strong verbal and written communication skills to engage clients and colleagues clearly and professionally Ability to work cooperatively with diverse groups, fostering a supportive environment and building strong relationships. Skilled in addressing issues and mediating conflicts appropriate to the role, promoting positive outcomes and mutual understanding.
Qualifications and Experience	<ul style="list-style-type: none"> ➢ Demonstrated experience delivering high-quality customer service, including providing clear, accurate and timely information to a diverse range of customers, including managing telephone enquiries as part of a shared service environment. ➢ Strong administrative skills, with experience preparing accurate written correspondence and maintaining records in accordance with legislative, policy or procedural requirements. ➢ Well-developed verbal and written communication skills, with proven ability to problem-solve, manage competing priorities and professionally handle challenging or complex customer interactions. ➢ Demonstrated ability to work effectively in a fast-paced environment, manage time efficiently and meet deadlines while maintaining a high level of accuracy. ➢ A collaborative approach and genuine commitment to positively contributing to a team-based work environment. ➢ Sound computer literacy, including demonstrated experience using the Microsoft Office suite and maintaining databases or record management systems. ➢ A qualification in business, administration or a related field, or equivalent relevant experience in an administrative or customer service role.

Capability Framework: Level 1

Capabilities are the essential skills and behaviours needed for effective role fulfillment, represented as observable actions

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project
Change	"Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.

Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington

WHAT WE ARE ALL RESPONSIBLE FOR


Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: January 2026