

Position:	Manager Planning & Compliance
Agreement:	Surf Coast Shire Council Enterprise Agreement 2022 – 2025
Award Classification:	Senior Executive Officer
Division:	Placemaking & Environment
Department:	Planning & Compliance
Date Reviewed:	October 2025
Approved By:	General Manager – Placemaking & Environment
Current Incumbent:	Vacant

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

We set clear expectations
We are accountable for our actions
We get things done

We See Opportunity

We look for better ways
We are open minded
We learn from our experiences

We Work Together

We value strengths and differences
We seek to work with others
We help people to succeed

We Make a Difference

We proudly represent Surf Coast Shire Council
We act with the future in mind
We go the extra mile

OUR APPROACH

We do what we say We work together We see opportunity We make a difference

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Introduction of the work of the team

The position helps to deliver on the Community Vision and the Council Plan 2025-29 through the Department's purpose:

We exist to help people understand and adhere to the planning system, so that we balance varied interests and achieve enhanced outcomes, enabling our environment, communities and businesses to thrive and grow.

The position leads the Planning and Compliance department with the following functions:

- Statutory Planning
- Planning Compliance
- Infrastructure Contributions Coordination

We pride ourselves on our constructive culture that people want to be a part of. As a senior leader you are expected to role model the highest standards of behaviour while bringing your own unique style to the role. Relationships are important to us and this role works closely with Councillors, the community, developers and external agencies.

The department is well positioned with the team having defined their purpose and agreed their preferred behaviours and are embedding these within the team culture and work processes. They have also confirmed their focus areas for the next 12-24 months (see department objectives below)..

- Deliver high-quality statutory and planning compliance services that provide timely, consistent and outcome-focused decisions.
- Enhance customer and community experience through implementation of the customer survey recommendations and updated consultation and communication policies.
- Strengthen collaboration between statutory planning, compliance and other internal teams to deliver a seamless, whole-of-council service approach.
- Advance process and system improvements that keep pace with State Government planning reform, supported by updated procedures, tools and policy reviews.
- Finalise and evaluate the Tiny Houses on Wheels Pilot outcomes to inform future housing policy and implementation.
- Implement the newly endorsed Infrastructure Contributions Framework across the organisation.
- Invest in people and leadership development and support staff wellbeing through capability building, mentoring and embedding team purpose and behaviours.

POSITION OBJECTIVES

- Ensure implementation of and compliance with the Surf Coast Planning Scheme. Maintaining great customer service is key to the successful delivery of the services within this Department along with a pragmatic solution focused approach to resolving issues.
- Lead the department's people, providing an environment where they can do their best work and then look for ways to do it even better.
- Lead within the division and organisation to help achieve broader Council objectives such as caring for Country and working with the community to make places that people love.

ORGANISATIONAL RELATIONSHIPS

Reports to: General Manager – Placemaking & Environment

Supervises: Five direct reports: 2 x Coordinator Statutory Planning, Coordinator Planning Compliance, Team Leader Para Planning and Subdivision and Infrastructure Contributions Lead (new role – to be recruited). Total department headcount is 25 with EFT of 22.17.

Internal Relationships: All employees and Councillors

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External Relationships: Members of the public, Government and agencies, community groups, developers/ land owners and contractors.

KEY RESPONSIBILITIES

Statutory Planning (including Para Planning and Subdivision)

- Provide direction and support to Statutory Planners to deliver development approvals.
- Ensure a positive customer service approach for all users of the planning system and establish manage and improve customer relationships.
- Liaise with Developers and consultants for major developments.
- Monitor the statutory planning system and pursue opportunities for improvement and innovation in a way that leads to an effective and efficient service delivery.
- Ensure outcomes of the statutory planning function are consistent with adopted strategy and policy and reflect Council's long term vision for the Shire
- Ensure Council's planning instruments are interpreted correctly.
- Lead a pragmatic solution focused approach to planning applications.

Planning Compliance

- Develop and maintain systems to ensure compliance with Council's Planning Scheme.
- Provide regular reporting on the operation of the system related to investigation and enforcement.
- Provide guidance and support during complex investigations.

Staffing

- Recommend, develop and maintain an appropriate department staffing structure.
- Ensure department employees receive regular feedback on their performance.
- Ensure a formal annual assessment of each employees' performance, training and skill needs.
- Lead the development of a high-performance team culture.

Other

- Implement the newly endorsed Infrastructure Contributions Framework across the organisation, supporting the Infrastructure Contributions Lead (new role) to improve coordination between multiple internal departments.
- Collaborate on land use planning matters with others in the region.
- Ensure an effective system to respond to and resolve community complaints or issues relevant to the Department's functions.
- Constructively participate as a member of the Leadership Group.
- Prepare work plans and budgets with measurable outcomes in conjunction with the General Manager Placemaking and Environment.
- Behave consistently with Council's values.
- Perform other duties and responsibilities reasonably within the capabilities of the position.

This role will require occasional work outside regular office hours including weekday evenings and weekends due to the nature of the leadership role.

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ACCOUNTABILITY & EXTENT OF AUTHORITY

- Directly accountable for clearly quantifiable outcomes and outputs that are the direct responsibility of the position.
- Manage controllable resources for specific projects, programs and the Department to achieve defined business, service, developmental or operational objectives.
- Use the annual value of the resources allocated to and controlled by the position to achieve the objectives, typically reflected in expenditure and/or capital budgets.
- Provide leadership to a team of employees to achieve service, operational and project objectives.
- Bound by broad practice and policy guidelines and is subject to executive management direction. There is freedom to determine how to achieve end results. Achievements are generally measured against agreed targets and budgets.
- Substantially influences the allocation of resources, deploys employees independently and makes minor long term commitments where there are defined precedents.
- May make statements on behalf of the organisation in accordance with policy directives.
- General management of staff, planning of work, allocation of resources, the application of professional knowledge and the use of initiative are all seen as being within the extent of the authority.

JUDGEMENT AND DECISION MAKING

- Operate within an environment where there is a strong requirement to identify and define corporate issues or emerging issues of major community or professional concern. The position defines core business strategies for the implementation of major strategic change.
- Resolve unusual problems and develop and oversee the implementation of new programs. This requires the definition of appropriate organisation policies and business strategies, Council and organisational business plans and new business development initiatives.
- Undertake the identification of the environment and business challenges for current and future years and develop the organisational strategies to meet these challenges.
- The position involves both problem solving and policy development. Methods, procedures and processes will often not be clearly defined and the incumbent is expected to contribute to their development and adoption. The work may typically require identification and analysis of a range of options before a choice can be made. The incumbent will be expected to identify and develop policy options for consideration and choice by the General Manager, Executive Management Team or Council.
- The position recommends solutions or alternative courses of action.
- Make decisions on all matters, which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards.
- Actions must be within the parameters of legislation and regulation as applies to local government.
- Cannot terminate staff but is responsible for the direct management of staff. Should a discipline procedure be recommended by the Planning and Compliance Manager, this must be reported to the General Manager Placemaking & Environment
- Staff appointments to be made in conjunction with the General Manager Placemaking & Environment.

SPECIALIST SKILLS AND KNOWLEDGE

- The incumbent will be required to have proficiency in the application of theoretical approaches in the development of solutions to problems within their field of specialisation. An understanding is required of the long term goals of the wider organisation, its evolving aspirations and of the legal, socio-economic and political context.
- A sound knowledge of budgeting and cost/revenue monitoring, service performance monitoring and trend analysis is expected.
- Extensive knowledge of planning legislation including the Planning and Environment Act, the Local Government Act, the Subdivision Act, Victorian Planning Provisions and other relevant Acts and Statutes.
- Extensive experience in management of Statutory Planning services.
- Experience in strategic land use planning and policy development.
- An understanding of Local Government, and other levels of Government operations.
- Well-developed research and analytical skills.

MANAGEMENT SKILLS

- Ensure effective supervision of a number of employees to achieve objectives and goals taking account of wider organisational and external constraints and opportunities.
- Required to manage a number of projects simultaneously, to meet agreed outcomes with limited resources.
- Ability to lead, motivate and develop supervised employees.
- The incumbent will require a level of management skills to enable effective supervision of a large group of employees with varying skills and qualifications and to achieve objectives and goals taking account of wider organisational and external constraints and opportunities.
- The ability to engender the trust of management, staff, clients and the general public.

INTERPERSONAL SKILLS

- The incumbent will require the ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.
- The incumbent will also require highly developed written communication skills to enable the production of reports and policies covering complex issues.
- The incumbent will also require the ability to lead, motivate and develop employees under their control.

KEY SELECTION CRITERIA

Qualifications and Experience

Mandatory

- A minimum of 5 years senior management experience in land use planning or related management roles.
- Tertiary qualification in land use planning, urban design or related discipline.
- A respected advisor, peer and colleague due to excellent relationship, communications and engagement skills in various internal and external contexts including members of the public, developers, members of governing bodies and government officials.
- An admired leader of others within and beyond formal span of control with a reputation for building and empowering amazing teams and positively impacting organisation culture.
- A pragmatic problem solver able to navigate complex planning matters.
- A demonstrated capacity to contextualize, design and execute customer-friendly land use statutory and regulatory functions within a broad Council agenda that has community wellbeing and environmental protection at its heart.

Desirable

- Experience in Local Government.
- Post-graduate qualifications in management or similar.
- A strong appreciation of the Surf Coast Shire context.
- Strategic land use planning experience.
- Membership of relevant industry bodies.

Other requirements

- Current Victorian driver's license.
- You have the Right to live and work in Australia.
- A current Working with Children Check (WWCC). All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

ORGANISATIONAL RESPONSIBILITIES

Child Safe Standards	Surf Coast Shire Council is committed to being a Child Safe Organisation where children and young people are protected, respected, and encouraged to reach their full potential. The Victorian Child Safe Standards are embedded across the organisation, our policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Staff are expected to have and maintain a commitment to child safety, equity, inclusion and cultural safety.
Equal Opportunity	Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
Fraud and Corruption	To ensure Council's Fraud & Corruption policy and program are consistently observed and complied with, it is essential to apply sound fraud and corruption management practices within the workplace and community. Maintaining awareness through relevant training is crucial for all staff to meet their obligations and responsibilities related to fraud and corruption. Participation in the organisation's Fraud & Corruption training is a requirement to uphold these standards.
Record Keeping	Staff are required by legislation and internal policies to create full and accurate records that document official business activities of council.
Right to disconnect	In accordance with the new Australian right to disconnect legislation, this role acknowledges the importance of work-life balance and the employee's right to disconnect from work outside of regular working hours. However, and in addition to any obligations listed above, there may be occasional requirements to be available to take calls after hours or on weekends to address urgent matters or critical issues that arise.
Risk Management and Workplace Health & Safety	Ensure that work practices are conducted in line with Council's Workplace Health and Safety and Risk management policies, practices and relevant legislation. Observe safe work processes in accordance with training and instruction reporting any risks, hazards and incidents in a timely manner using the correct channels of communication.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.