

## The Opportunity:

Council is seeking an experienced administrator to join the Development & Regulatory Services Team in the role of Planning Support Officer. The Development & Regulatory Services Team are responsible for implementing statutory regulation for well-planned and supported communities, in particular property related statutory planning, building, plumbing permits, environmental health, 337 property certificate's, animal control, fire abatement and other hazards which arise under legislative provisions managed by Local Government. The Department also carries out specific projects for strategic land use planning and urban design.

This role requires high quality customer service, both external and internal, and meeting regulated and organisational timeframes. We seek a versatile, experienced, organised and results-driven person to successfully balance these requirements. Key tasks will include:

- Being the primary point of contact for customers making planning enquiries about potential or existing developments;
- Processing large volumes of applications and enquiries accurately within legislative timeframes including invoicing and data entry input;
- Monitoring applications and undertaking administrative functions including but not limited to advertising and preparing and sending planning decisions;
- Co-ordinating plan of surveys and strata processes;
- Compiling statistics;
- Assisting the Compliance and Planning teams to investigate illegal work; and
- Providing support to multiple team members within the Department and managing competing needs.

## What you need to succeed:

To be successful in this position, you will have completed a minimum of a Certificate IV in Business Administration and at least three years relevant work experience, or an equivalent combination of training, skills and experience. Experience providing administrative support to a group of professionals with different roles and areas of responsibility is preferred, with experience in local government an advantage.

You will have excellent customer service skills and the demonstrated ability to educate, negotiate and resolve conflicts in a professional context. You will also have experience learning specialised knowledge quickly and accurately, including researching, collating and communicating information to support service delivery.

As an experienced administrator, you will have developed time management strategies and be able to prioritise tasks in a changing environment whilst maintaining a high level of accuracy and attention to detail. High level computer skills are essential, especially practical experience using the Microsoft office suite and experience learning custom systems.

## What we will offer you:

This is a full time permanent position based at Council's offices at Westbury, a short 25 minute drive from the city of Launceston. Part-time arrangements can be negotiated, with a minimum of 25 hours work per week.

The remuneration package includes the following and will be negotiated according to qualifications, skills and experience:

- Annual salary will be negotiated subject to applicant's suitability within a range of \$64,385 to \$69,102 (pro rata for part time), under Council's Enterprise Agreement 2022.
- Superannuation - Council will pay an additional 3.5% above the amount required by the Superannuation Guarantee legislation (total amount currently 15.5%) in accordance with Council's Enterprise Agreement 2022.

Other employment conditions and benefits include:

- A 19-day month, allowing for a rostered day off is offered to full time employees;
- A range of progressive Health and Wellbeing Services including onsite gymnasium, wellbeing activities and initiatives, and access to the Employee Assistance Program for employees and their immediate families;
- Genuine demonstrated commitment to flexible work arrangements;
- Long service leave is based on 10 years continuous service, with pro rata access available after seven years of continuous service;
- Ongoing learning and development opportunities;
- Free on-site parking.

As an organisation we are committed to maintaining our *Employer of Choice* status.

### **Selection Criteria**

In addressing the selection criteria, please use relevant examples of how you believe you meet or have potential to meet, these requirements.

1. A minimum of three years' experience providing high level administrative support to a group of professionals.
2. Demonstrated capacity to learn specialised knowledge quickly with an ability to perform under pressure, prioritise tasks and maintain a high level of attention to detail.
3. High level computer skills including experience with customised systems and advanced use of Microsoft Office applications.
4. Willingness to work as part of a team to collaborate, research and problem solve solutions to provide effective and efficient customer service and administrative services.

### **Learn more:**

If you would like more information about this exciting opportunity, please contact Natasha Whiteley, Team Leader Town Planning on 03 6393 5344 or email [natasha.whiteley@mvc.tas.gov.au](mailto:natasha.whiteley@mvc.tas.gov.au).

### **How to apply?**

To be considered for the position, all applications must include three documents;

- Application form;
- Covering letter addressing selection criteria; and

- Current resume;

Applications should be forwarded to the attention of the Human Resources Officer,  
[recruitment@mvc.tas.gov.au](mailto:recruitment@mvc.tas.gov.au).

Applications close Friday 29 August 2025 at 9.00am. However, Applicants are encouraged to apply at their earliest convenience. Council will remove this advertisement if the position is filled.

Applicants should note that for a period of 12 months from date of publication, this selection process may be used to fill subsequent or similar full time and part time vacancies.

## **POSITION DESCRIPTION**

### **Planning Support Officer**

Classification Grade 3/4

Development & Regulatory Services Department

August 2025

#### **POSITION CONTEXT**

The Planning Support Officer is part of the Development & Regulatory Services Department which is responsible for implementing statutory regulation for well-planned and supported communities, in particular property related statutory planning, building, plumbing permits, environmental health, 337 property certificate's, animal control, fire abatement and other hazards which arise under legislative provisions managed by Local Government. The Department also carries out specific projects for strategic land use planning and urban design. High quality customer service, both external and internal, and meeting regulated and organisational timelines is a focus. This Department has a close alignment with Infrastructure Services Department which has responsibility for planning and delivery of built structures throughout Meander Valley i.e. roads, bridges, buildings, parks and playgrounds, for sustainable and strategic planning projects.

The Planning Support Officer works closely and flexibly with the Team Leader Town Planning and the Development and Regulatory Services Team to deliver the administrative functions across the Department.

#### **ORGANISATIONAL RELATIONSHIPS**

Reports to the Team Leader Town Planning.

Direct Reports: Nil.

#### **KEY CHALLENGES**

- Primary point of contact for customers making enquiries about potential or existing developments.
- Processing large volumes of applications and enquiries accurately within legislative timeframes.
- Supporting multiple officers within the Department and managing competing needs.
- Dealing with aggrieved parties as they relate to investigations and non-compliance.

#### **PRIMARY RESPONSIBILITIES**

- Provide the first point of contact within the Department for planning enquiries and applications, face to face, phone, email, together with enquires from the general public for referral to appropriate staff.
- Provide administrative support to meet the customer service and administration requirements of the Development & Regulatory Services Department, including Records Management.

- Support the planning team through monitoring applications and undertaking the administrative functions including but not limited to advertising and preparing and sending planning decisions.
- Co-ordinate plan of surveys and strata processes.
- Track planning applications from both internal and external stakeholders.
- Compiling statistics for Team Leader Town Planning and Senior Strategic Planner.
- Work with Team Leader Compliance & Regulation and the Planning Team to investigate illegal work.
- Work with Director Development & Regulatory Services and the Department Team Leaders on improvements to policies, procedures and work practices which relate to customer service and administrative matters.
- Receive and process all applications submitted to the Department including invoicing and input into Property and Rating system.
- Undertake updates and revisions to the Development & Regulatory Services information contained on Council's webpage.
- Collate and extract Department statistics for various reporting mechanisms.
- Assist Director Development & Regulatory Services in researching information on department matters.
- As part of the broader Council team, support administrative staff in other areas during peak periods or absences.
- Any other duties that may be reasonably determined from time to time by the Team Leader Town Planning or Director Development & Regulatory Services.

### **ALL STAFF RESPONSIBILITIES**

- Compliance with all Council policies and procedures that may be varied from time to time.
- Understanding of assigned responsibilities under the Fraud and Corruption Control Policy.
- Ensure that all work is undertaken in accordance with Council's Safety Systems and relevant legislation.
- Carry out all responsibilities in accordance with Council's values.
- At all times ensure compliance with the *Local Government Act 1993*, the current Workplace Agreement and any other relevant legislation or professional standard pertaining to the role.

### **SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

Meander Valley Council is committed to the safety and wellbeing of children and youth while encouraging their participation as a valued member of our community. We have zero tolerance to child or youth abuse or harm.

- You are obligated to prioritise the safety of children and young people you interact with in the performance of your role and contribute to council's continual improvement of safety and wellbeing practices in relation to children and young people.
- You are obligated to report conduct of concern.

For further information, please refer to our Safeguarding Children and Young People Policy and the Office of the Independent Regulator website at this location <https://oir.tas.gov.au/>.

## **QUALIFICATIONS, KNOWLEDGE, SKILLS & ABILITY**

1. A Certificate IV in business administration or higher and at least three years relevant work experience or an equivalent combination of training, skills and experience.
2. Experience in providing administrative support to a group of professionals with different and discrete roles and areas of responsibility.
3. Sound understanding of customer service excellence principles and evidence of practice of these.
4. Demonstrated capacity to learn specialised knowledge quickly and accurately, particularly administration.
5. Experience with problem solving, researching and collating information to support professional, efficient and effective service delivery.
6. An ability to perform under pressure, prioritise tasks and maintain a high level of attention to detail and accuracy.
7. Excellent communication, negotiation and conflict resolution skills.
8. High level computer skills including experience with customised systems and advanced use of Microsoft Office applications.
9. Willingness to work as part of a team to collaborate and provide effective and efficient customer service and administrative services and solutions.

## **ATTACHMENTS**

- Council's Behaviours: 'The Way We Work Together'
- Organisational Structure

# The way we work together.

**01. We work as a team, value each other's contribution and are accountable for our work.**

- We own tasks to completion and ask for help where needed
- We engage in respectful conversations in the workplace, showing kindness to each other
- We collaborate and value the input of everyone
- We communicate openly with transparency, honesty, whilst respecting confidentiality
- We demonstrate respect, trust, support and we encourage others

**02. We support each other's roles to deliver the best outcomes for our customers and community.**

- We will take the time to understand who does what and connect customers to the right area
- We are focussed on our customers and the community's needs
- We make decisions that are informed, considered and consistent
- We are willing to try new things, be open to new ideas, and are not afraid to fail

**03. We are supported, trusted, and empowered to do our work.**

- We are focussed on positive interactions and will provide constructive, respectful feedback
- We are appreciative of others and accommodate different ways of working
- We support an environment where people feel safe to share their ideas
- We celebrate our achievements

**04. We value open and transparent communication to keep each other well informed.**

- We share relevant information clearly and provide regular updates in a relatable way
- We actively listen to everyone and consider different points of view
- We vary our communication to suit the audience
- We are authentic and genuine in our words and actions

**05. We operate in an environment where people feel connected.**

- We are inclusive, welcoming and make an effort to build relationships
- We recognise, accept and value diversity
- We will proactively address issues as they arise
- Problems are shared and solved jointly
- We accept and learn from our mistakes





# Organisational Structure

