

# Position Description

<b>POSITION NAME:</b>	Manager Development Assessment and Certification
<b>DEPARTMENT:</b>	Planning and Environment
<b>DIVISION:</b>	Development Assessment and Certification
<b>SUPERVISOR'S TITLE:</b>	Director Planning and Environment

## Primary Purpose of the Role

Reporting to the Director Planning and Environment, the Manager Development Assessment and Certification is an important member of Council's Senior Leadership Team. As a key senior leader, you will drive excellence every day, inspire creativity and have an eye on the future to ensure we are as dynamic as we are diverse.

This role is responsible for the leadership and management of the Council's Development Assessment and Certification portfolio. This role drives the delivery of Council's development assessment and certification services to ensure it consistently delivers on the outcomes in Council's operational and strategic plans for our community. This role provides strategic leadership and advice to Councillors, Executive Management and the organisation on current trends and issues relating to the division's areas of responsibility. The role is responsible for delivering on outcomes set by Council and the community to help create a connected and liveable City.

The Development Assessment and Certification Division covers the following areas of Council's operations and activities:

- Building and certification
- City centre and major development
- City wide development
- Development engineering
- Planning support systems

## Key Accountabilities

- Manage and lead the Division to provide quality, customer-focussed services that span technical disciplines as above.
- Partner with organisational leaders to develop and execute long terms plans to support operational plans that provide return on investment.
- Provide strategic direction regarding the division's services by ensuring alignment with the Council's Community Strategic Plan, Delivery Program, Operational Plan and the Development, Assessment and Certification Delivery Program.
- Develop a consistent performance culture that is aligned to the values of the organisation.
- Provide clear direction and deployment of organisational agreed plans to enable alignment, and a focus on the achievement.
- Lead and manage the Design Review Panel, Wollongong Local Planning Panel and the Southern Regional Planning Panel.
- Engage and consult with stakeholders to support direction, strategy and action.
- Improve the customer experience in their interactions with the division.
- Drive innovation, creativity and efficiency to optimise business and people performance.
- Champion and drive organisational change and reform ensuring the vision of the organisation is supported.
- Ensure that all works are carried out in accordance with current Codes of Practice, WH&S and environmental requirements and a strong safety culture is fostered and promoted.

## Position Objectives

- Provide leadership and high-level strategic management to the Development Assessment and Certification Division.
- Lead the innovative planning and achievement-oriented delivery of the outcomes set in the Community Strategic Plan, Delivery Program and Annual Plans.

- Provide strategic and operational advice to Council and Executive Management.
- Lead and implement WHS systems, initiatives and improvements.
- Work collaboratively as an active and dynamic member of the Senior Management Team focused on enhancing organisational optimisation.
- Lead a high performance, customer and team focused culture that is aligned to the values of the organisation.
- Foster a sense of public confidence in our assessment and certification processes.
- Build capability and capacity in our people, systems and resources.
- Ensure sound strategic management of financial and budgetary compliance and governance responsibilities.
- Facilitate and lead transformation across the City and organisation.
- Ensure a strategic ethical framework supports the business of Council.

### **Decision Making**

- Implement the decisions made by Council and the Executive and undertake functions delegated by the General Manager.
- Determine day-to-day divisional priorities in line with strategic plans, statutory requirements, budget, guidelines and relevant legislation.
- Support diligent and proactive decision making using a risk management approach.
- Operate within and apply the Management Decision Making and Performance Frameworks.
- Establish and promote a culture which encourages initiative with a consistent emphasis on continuous improvement.
- Operate with a high level of political and business acumen.

### **Reporting Lines**

This role reports to the Director Planning and Environment

Direct Reports: 6

- Building Certification Manager
- City Centre and Major Development Manager
- City wide Development Manager
- Special Projects and planning Support Manager
- Development Engineer Manager
- Personal Assistant

Indirect Reports: 71 FTE

### **Annual Operational Expenditure Budget**

\$8.34 million

## Key Relationships







Who	Why
<b>Internal</b>	
General Manager	<ul style="list-style-type: none"> <li>• Provide clear, consistent specialist advice</li> <li>• Support the development and actively advocate for the delivery of a high-performance culture</li> </ul>
Executive Management and Senior Management Team	<ul style="list-style-type: none"> <li>• Manage the flow of information, seek clarification, escalate sensitive issues and propose solutions</li> <li>• Contribute to the leadership and management capabilities of the team</li> <li>• Participate constructively as part of the team to ensure service continuity and continuous business improvement</li> <li>• Effectively contribute to a team that leads sustained transformational change</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Inspire and motivate, provide direction and manage performance</li> <li>• Set performance expectations and manage team performance and development</li> </ul>
Lord Mayor and Councillors	<ul style="list-style-type: none"> <li>• Provide accurate and timely advice and information</li> <li>• Disseminate information between Council and the organisation</li> <li>• Actively support the development of Councillors</li> </ul>
Organisation	<ul style="list-style-type: none"> <li>• Build and monitor a workplace culture that values fair and inclusive practices and diversity principles</li> <li>• Develop capability and capacity in our people, systems and resources</li> <li>• Manage the flow of information, seek clarification and provide advice and responses</li> <li>• Develop and maintain effective working relationships and open channels of communication</li> <li>• Deliver superior customer service</li> <li>• Lead transformational change within areas of responsibility</li> </ul>
Unions	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships and open channels of communication</li> <li>• Positively cooperate in workplace reform</li> </ul>
<b>External</b>	
Stakeholders/Customers	<ul style="list-style-type: none"> <li>• Provide sound and reliable advice; manage expectations, resolve and provide solutions to issues; negotiate outcomes and timeframes</li> <li>• Deliver superior customer service</li> <li>• Ensure the consideration of a range of approaches to generate solutions to support community development</li> </ul>

## Capabilities Summary

The capabilities and levels required for this role are below. This information is based upon the [NSW Public Sector Capability Framework](#).

Please ensure that when you address the 'Essential Criteria' in your application that you incorporate how you demonstrate the role capabilities in your responses.

The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability Framework		
Capability Group	Capability Name	Level
 Occupation Specific	<b>Qualification</b>	<b>Advanced</b>
	<b>Experience</b>	<b>Highly Advanced</b>
	<b>Legislative Compliance and Application</b>	<b>Highly Advanced</b>
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Advanced</b>
	<b>Act with Integrity</b>	<b>Highly Advanced</b>
	Manage Self	Advanced
	<b>Value Diversity and Inclusion</b>	<b>Advanced</b>
 Relationships	<b>Communicate Effectively</b>	<b>Highly Advanced</b>
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	<b>Influence and Negotiate</b>	<b>Highly Advanced</b>
 Results	<b>Deliver Results</b>	<b>Highly Advanced</b>
	Plan and Prioritise	Advanced
	<b>Think and Solve Problems</b>	<b>Advanced</b>
	<b>Demonstrate Accountability</b>	<b>Highly Advanced</b>
 Business Enablers	<b>Finance</b>	<b>Advanced</b>
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Advanced
 People Management	<b>Manage and Develop People</b>	<b>Highly Advanced</b>
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Advanced
	<b>Manage Reform and Change</b>	<b>Advanced</b>

## Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Occupation Specific</b>		
Qualification	Advanced	<ul style="list-style-type: none"> <li>• Essential: Degree qualification relevant to the scope of the division's functions.</li> <li>• Desirable: Post Graduate Qualifications</li> </ul>
Experience	Highly Advanced	<ul style="list-style-type: none"> <li>• Linking strategy to delivery and leading teams with a focus on at least one of the following functions: <ul style="list-style-type: none"> <li>• Civil Construction projects and programs</li> <li>• Civil maintenance projects and programs</li> <li>• Plant and vehicle workshop</li> <li>• Buildings and facilities maintenance</li> <li>• Building trades</li> <li>• City cleansing</li> </ul> </li> <li>• Developing a performance-based culture</li> <li>• Using innovation to support business approaches that respond to community aspirations.</li> </ul>
Legislative Compliance and Application	Highly Advanced	<ul style="list-style-type: none"> <li>• Monitor, review and analyse external trends, developments and legislation relative to the division and adopt appropriate improvement opportunities and legislation requirement to ensure compliance</li> <li>• Lead and advocate for the Implementation, maintenance and action of policies, procedures and systems to ensure compliance with statutory requirements, specifications, codes of practice, industry standards, practice notes and organisational policies, procedures and practices.</li> <li>• Lead and manage employees in their work area to ensure their work activities are undertaken in compliance with Quality, Environment, Safety and Place policies, procedures and relevant documentation.</li> </ul>
<b>Personal Attributes</b>		
Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> <li>• Remain composed and calm and act constructively in highly pressured and unpredictable environments</li> <li>• Give frank, honest advice in response to strong contrary views</li> <li>• Accept criticism of own ideas and respond in a thoughtful and considered way</li> <li>• Welcome new challenges and persist in raising and working through novel and difficult issues</li> <li>• Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues</li> </ul>

## Capability Framework

Group and Capability	Level	Behavioural Indicators
Acts with Integrity	Highly Advanced	<ul style="list-style-type: none"> <li>• Champion and model the highest standards of ethical and professional behaviour</li> <li>• Drive a culture of integrity and professionalism within the organisation, and in dealings across government and with other jurisdictions and external organisations</li> <li>• Set, communicate and evaluate ethical practices, standards and systems and reinforce their use</li> <li>• Create and promote a culture in which staff feel able to report apparent breaches of legislation, policies and guidelines and act promptly and visibly in response to such reports</li> <li>• Act promptly and visibly to prevent and respond to unethical behaviour</li> </ul>
Value Diversity and Inclusion	Advanced	<ul style="list-style-type: none"> <li>• Encourage and include diverse perspectives in the development of policies and strategies</li> <li>• Take advantage of diverse views and perspectives to develop new approaches to delivering outcomes</li> <li>• Build and monitor a workplace culture that enables diversity and fair and inclusive practices</li> <li>• Implement practices and systems to ensure that individuals can participate to their fullest ability</li> <li>• Recognise the value of individual differences to support broader organisational strategies</li> <li>• Address non-inclusive behaviours, practices and attitudes within the organisation</li> <li>• Champion the business benefits generated by workforce diversity and inclusive practices</li> </ul>
<b>Relationships</b>		
Communicate Effectively	Highly Advanced	<ul style="list-style-type: none"> <li>• Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences</li> <li>• Speak in a highly articulate and influential manner</li> <li>• State the facts and explain their implications for the organisation and key stakeholders</li> <li>• Promote the organisation's position with authority and credibility across government, other jurisdictions and external organisations</li> <li>• Anticipate and address key areas of interest for the audience and adapt style under pressure</li> </ul>

## Capability Framework

Group and Capability	Level	Behavioural Indicators
Influence and negotiate	Highly Advanced	<ul style="list-style-type: none"> <li>Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy</li> <li>Use sound arguments, strong evidence and expert opinion to influence outcomes</li> <li>Determine and communicate the organisation's position and bargaining strategy</li> <li>Represent the organisation in critical and challenging negotiations, including those that are cross-jurisdictional</li> <li>Achieve effective solutions when dealing with ambiguous or conflicting positions</li> <li>Anticipate and avoid conflict across organisations and with senior internal and external stakeholders</li> <li>Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution</li> </ul>
<b>Results</b>		
Deliver Results	Highly Advanced	<ul style="list-style-type: none"> <li>Use own knowledge and the expertise of others to drive forward organisational and government objectives.</li> <li>Create a culture of achievement, fostering on-time and on-budget quality outcomes in the organisation</li> <li>Identify, recognise and celebrate success</li> <li>Establish systems to ensure all staff are able to identify direct connections between their efforts and organisational outcomes</li> <li>Identify and remove potential barriers or hurdles to achieving outcomes</li> <li>Initiate and communicate high level priorities for the organisation to achieve government outcomes</li> </ul>
Think and Solve Problems	Advanced	<ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements</li> <li>Implement systems and processes that are underpinned by high quality research and analysis</li> <li>Look for opportunities to design innovative solutions to meet user needs and service demands</li> <li>Evaluate the performance and effectiveness of services, policies and programs against clear criteria</li> </ul>

## Capability Framework

Group and Capability	Level	Behavioural Indicators
Demonstrate Accountability	Highly Advanced	<ul style="list-style-type: none"> <li>• Direct the development of effective systems for establishing and measuring accountabilities and evaluate ongoing effectiveness</li> <li>• Promote a culture of accountability with clear links to government goals</li> <li>• Set standards and exercise due diligence to ensure work health and safety risks are addressed</li> <li>• Inspire a culture that respects the obligation to manage public monies and other resources responsibly and with the highest standards of probity</li> <li>• Ensure that legislative and regulatory frameworks are applied consistently and effectively across the organisation</li> <li>• Direct the development of short and long-term risk management frameworks to ensure government aims and objectives are achieved</li> </ul>
<b>Business Enablers</b>		
Finance	Advanced	<ul style="list-style-type: none"> <li>• Apply a thorough understanding of recurrent and capital financial terminology, policies and processes to planning, forecasting and budget preparation and management</li> <li>• Identify and analyse trends, review data and evaluate business options to ensure business cases are financially sound</li> <li>• Assess relative cost benefits of various purchasing options</li> <li>• Promote the role of sound financial management and its impact on organisational effectiveness</li> <li>• Obtain specialist financial advice when reviewing and evaluating finance systems and processes</li> <li>• Respond to financial and risk management audit outcomes, addressing areas of noncompliance in a timely manner</li> </ul>
<b>People Management</b>		
Manage and Develop People	Highly Advanced	<ul style="list-style-type: none"> <li>• Ensure performance development frameworks are in place to manage staff performance, drive the development of organisational capability and undertake succession planning</li> <li>• Drive executive capability development and ensure effective succession management practices</li> <li>• Implement effective approaches to identify and develop talent across the organisation</li> <li>• Model and encourage a culture of continuous learning and leadership that values high levels of constructive feedback and exposure to new experiences</li> <li>• Drive a culture of high performance and ensure performance issues are addressed as a priority</li> </ul>



Capability Framework		
Group and Capability	Level	Behavioural Indicators
Manage Reform and Change	Advanced	<ul style="list-style-type: none"> <li>• Clarify the purpose and benefits of continuous improvement for staff and provide coaching and leadership in times of uncertainty</li> <li>• Assist others to address emerging challenges and risks and generate support for change initiatives</li> <li>• Translate change initiatives into practical strategies and explain these to staff and their role in implementing them</li> <li>• Implement structured change management processes to identify and develop responses to cultural barriers</li> </ul>