Murrindindi
Shire Council

# Position Description

**Planning Compliance Officer**

Professionalism Integrity Accountability Empathy





## Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.
We focus on growing our business opportunities.
Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

**POSITION TITLE**
Planning Compliance Officer

**GROUP**
Community & Development

**JOB NUMBER**
Job Number
627

**DEPARTMENT**
Development Services

**CLASSIFICATION**
Murrindindi Council Enterprise Agreement
Band 6

**APPROVED BY**
Manager Development Services

**DATE**
September 2026

**SIGNED**_____

## Position Overview and Objective

The Planning Compliance Officer reports to the Coordinator Planning and is responsible for delivering high-quality, consistent compliance services to the community. The primary objective of the role is to support the effective administration and enforcement of Council's statutory planning responsibilities through a proactive, risk-based approach that promotes compliance, protects community amenity, and supports sustainable development outcomes.

The Development Services Department provides Council's Statutory Planning, Building, Environmental Health, Wastewater, Local Laws and Animal Management services. The Planning Compliance Officer works collaboratively across these service areas to deliver integrated compliance outcomes and contribute to the achievement of Council's strategic and regulatory objectives. The Planning Compliance Officer will collaborate closely with all units to achieve integrated compliance outcomes.

## Key Responsibilities

- Lead investigations and manage the resolution of complaints and non-compliances in accordance with relevant legislation, regulations, and guidelines applicable to the Development Services Department, including but not limited to the *Planning and Environment Act 1987, Environment Protection Act 2023*, *Building Act 1993, Public Health & Wellbeing Act 2008* and Community Local Law 2020.
- Proactively undertake investigations, inspections, and enforcement activities to ensure compliance with the Murrindindi Planning Scheme, planning permits, wastewater requirements, building regulations, and other relevant legislation.
- Prepare reports and make recommendations using a proactive and seamless approach to resolution, including working collaboratively with other Authorised Officers where applicable.
- Provide education to the community to ensure compliance and follow through such as the issuing of Infringement Notices on non-compliance where required.
- Assist in the preparation of reports to Council, making appropriate recommendations in relation to compliance and enforcement issues.
- Ensure compliance using formal and informal dispute resolution processes, including contravention letters, infringement notices, enforcement orders, or prosecution.
- Collaborate with internal Council departments, subject matter experts, and external government agencies to identify compliance issues, assess risks, and determine effective strategies for resolving non-compliances, including establishing appropriate pathways and actions moving forward.
- Use Council systems to identify, record, track, and monitor compliance matters; maintain accurate and comprehensive records of investigations; and prepare reports, legal briefs, and correspondence.
- Deliver a high level of customer service to all parties involved in the compliance and enforcement process, with a focus on achieving positive outcomes.

## Organisational Relationship

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| Reports to: | Coordinator Planning |
| Supervises: | Nil |
| Internal Relationships: | Development Services Department<br>Sustainability and Assets Department<br>Customer Service |
| External Relationships: | Residents<br>Ratepayers<br>Government Departments<br>Victorian Civil & Administrative Tribunal<br>Solicitors and the general public<br>CFA<br>DEECA |

## Key Selection Criteria

- Demonstrated experience in planning compliance, investigation and enforcement activities, including sound knowledge of the Planning and Environment Act 1987, and planning permit enforcement processes. preferably within local government or a regulatory environment, A Certificate IV in Government (Statutory Compliance) or equivalent qualification is highly desirable.
- Demonstrated ability to interpret, apply and enforce relevant legislation, regulations, permits, policies and procedures, with particular knowledge of statutory planning compliance and enforcement processes.
- Highly developed time management and organisational skills, with the ability to manage competing priorities, meet deadlines and work effectively in a busy and demanding environment.
- Excellent written and verbal communication skills, including the ability to prepare professional correspondence, reports, notices, statements and evidence briefs, and effectively engage with a diverse range of stakeholders.
- Demonstrated skills in negotiation, mediation, conflict resolution and de-escalation, with the ability to manage complex, sensitive and challenging customer interactions in a professional manner.
- Demonstrated experience in conducting investigations, gathering and analysing evidence, taking statements, conducting interviews and preparing documentation to support enforcement actions and legal proceedings.
- Sound understanding of local government functions and the legislative framework relating to Statutory Planning, Building, Environmental Health, Local Laws and Animal Management, and the ability to work collaboratively across service areas to achieve integrated compliance outcomes.

## Essential Position Requirements

The following section outlines requirements specific to this job.

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| **Enterprise Agreement** Ordinary Hours and Days Clause 16.2 | "All" employee |
| **Drivers Licence / Ability to travel** | Required to enable travel to different sites (including within and outside the municipality) to undertake the requirements of the role |
| **Physical Requirements** | This role has specific physical requirements which may include a level of physical fitness or ability associated with tasks. May include manual handing activities, lifting of weights, bending, twisting, working at height, operating specialised equipment. |
| **Psychological Requirements** | All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control.<br>In addition, this role has exposure to dealing with difficult situations which may include high conflict situations, supporting those experiencing disadvantage or distress, exposure to aggressive or vulnerable persons, providing support or assistance to people impacted by natural disasters |
| **Checks** | **Police / Criminal Record Check**<br>Yes – on commencement and during employment by self-disclosure obligation or at the direction of Council due to requirements of the position.<br>**Evidence of rights to work in Australia**<br>Required<br>**Working with Children Check**<br>Not required for this role |
| **Matters relevant to the above checks** | Deals directly with members of the public |
| **Information Technology Literacy** | Well-developed knowledge and experience in computer literacy, using Microsoft Suite and other computer programs relevant to the position. |
| **Work location conditions** | Onsite with Limited Hybrid - role is required to be performed on site (due to business needs and/or customer contact requirements). Limited access to hybrid arrangements as agreed with Manager |
| **Outside ordinary hours of work** | Ad hoc requirement for outside business hour or after hour work in accordance with business needs |
| **Qualifications / Registrations / Licences / Memberships** | As per key selection criteria |

## Band 6

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| Accountability and extent of authority | • Provide input into the development of policy<br>• Where supervising resources, follow clear objectives and/or budgets with frequent prior consultation with more senior employees and regular reporting to ensure goals and objectives are met.<br>• Make decisions and act in regard to the quality or cost of the programs and projects being managed.<br>• Where providing specialist advice to clients or to regulate clients, adhere to regulations and policies and regular supervision. The effect of decisions and actions may be significant but it is usually subject to appeal or review by more senior employees.<br>• Provide formal input into policy development within area of expertise and/or management.<br>• If the role is primarily involved in policy development, then work will include investigation and analysis with ability to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development. |
| Judgment and decision making | • Undertake specialised work with methods, procedures and processes developed from theory or precedent.<br>• Improve and/or develop methods and techniques based on previous experience. Solve problems by applying these techniques to new situations. Guidance and advice are usually available. |
| Specialist knowledge and skills | • Proficient in applying theoretical or scientific discipline, including the underlying principles (as distinct from the practices).<br>• Understanding of the long-term goals of the functional unit and the relevance of policies of both the unit and the wider organisation.<br>• Familiarity with relevant budgeting techniques, particularly where resource management is a requirement of the role. |
| Management skills | • Set priorities and plan and organise own work to achieve set and specific objectives.<br>• Set objectives in the most efficient way possible within the resources available and within a set timetable.<br>• Understand and implement human resource policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development. |
| Inter-personal skills | • Gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees where appropriate.<br>• Liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems. |
| Qualifications and experience | • Degree or diploma course with some relevant experience.<br>• May also have less formal qualifications with substantial relevant work skills<br>• Or may have substantial relevant experience in the field of specialist expertise. |




# Organisational Responsibilities

Code of Conduct - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

Values – demonstrate and model Council's values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

Customer Service – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

Diversity, Equity and Inclusion – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

Safeguarding children, young people and vulnerable community members – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

Workplace Health, Safety and Wellbeing – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

Environment & Sustainability – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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