

Role Charter

POSITION:	EXECUTIVE MANAGER CITY DEVELOPMENT
Reports to:	Director City Planning
Accountable to	General Manager
Directorate:	City Planning
Date revised:	April 2026

This role charter is a broad description of the accountability and duties of an Executive Manager of Maitland City Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To lead and manage the city development operations within the City Planning directorate and to collaborate as a member of the leadership team. The Executive Manager City Development provides strategic leadership and operational oversight of development assessment and related planning services to ensure timely, transparent and high-quality decision-making. The role is responsible for driving performance against statutory timeframes, meeting the NSW Minister's expectations for Development Application (DA) determinations, any other State Government issued targets, and delivering efficient and customer-focused planning services that support sustainable city growth.

The Executive Manager City Development manages and ensures the efficient and effective delivery of a range of functions and services specific to the department, including:

- Subdivision and Development Engineering
- Fire Safety
- Development
- Business Support

Leadership

Maitland City Council's Executive Managers are people of honesty and integrity, with a genuine desire to deliver outcomes for our community. Having a deep sense of purpose leaders in partnership with their team are the principal force that motivates and coordinates the section in accomplishing its operational objectives.

The Executive Manager is committed to sustaining an enduring organisation, engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this leadership role, the incumbent will:

- Actively model and communicate Council's Guiding Principles, using these as the basis for decision making, action and behaviour.
- Actively build support and facilitate open and genuine discussion, collaboration and partnerships across the department, capitalising on existing and emerging knowledge and experience
- Hold both self and others accountable for decisions, actions, behaviours and outcomes.
- Lead, encourage, inspire and support others to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.
- Identify, act and respond to current and future strategic planning opportunities.

Management

Maitland City Council's Executive Managers are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The incumbent will:

Manage people

- Manage, support and coach staff in undertaking the work and projects of the department.
- Prioritise and monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing.
- Contribute to a positive, enduring and proactive employment relationship.
- Implement a range of people centred plans and actions that support organisation development, engagement, leadership and change.
- Establish a safe and healthy workplace and fair and equitable work practices.

Manage operations

- Coordinate and facilitate a holistic approach to quality driven business, work planning and service delivery.

- Manage and implement actions and tasks as identified in the Operational Plan
- Control activities which have financial implications so that they are within organisational budgets and plans.
- Review and monitor decision making mechanisms and internal business processes to ensure staff are supported in operational service delivery.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

Manage relationships

- Act as the primary link between the Director City Planning and the staff of the department.
- Act as the section spokesperson to Directors, community and the media as provided for within the delegations of authority for the position.
- Provide timely and appropriate information to Directors in accordance with council policies and statutory requirements.
- Establish and maintain productive relationships with identified stakeholders or groups.
- Manage cross organisational relationships and actively support the development and execution of cross organisational projects.

Manage performance

- Develop business plans for the department for integration with Council's long term corporate and community strategic plans.
- Monitor, manage and report on the department's performance against the Delivery Program, Operational Plan and business plans.
- Ensure contemporary management and professional standards are applied with particular reference to workplace reform, competitive service provision and continuous improvement.
- Manage employee development and performance within Council's workforce development framework.

Core Accountabilities

In addition to fulfilling the core leadership and management accountabilities described above, the Executive Manager is also accountable to:

1. Manage organisational wide development and support related compliance functions and programs in accordance with Council's Delivery Program.
2. Monitor and report on assessment performance including determination times, backlog levels and customer satisfaction and implement systems and processes to minimise assessment delays and improve application quality at lodgement.
3. Maintain performance levels that meet or exceed the NSW Minister's expectations for DA determination timeframes.

4. Establish and promote an operationally efficient Development Assessment Team which maximises building and development opportunity, whilst having due regard to environmental and heritage considerations as provided by but not limited to the Protection of the Environment Operations Act, Biodiversity Conservation Act, Heritage Act and any related statute or instrument as gazetted or amended from time to time.
5. Provide professional advice to the community, clients and the organisation on all planning, building and subdivision matters relevant to the Business Unit.
6. Undertake and/or project manage specialist building and planning programs as approved by the Director City Planning.
7. Regularly review work practices, procedures and programs with a view to identifying and implementing improvements to achieve greater efficiency and cost effectiveness.
8. Initiate, develop and manage strategies to lead the future direction of the City Development Team as it relates to planning, building, certification and development regulatory functions
9. Provide timely professional services, advice and leadership to ensure compliance with Building Certification regulation, engineering assessment and planning functions.
10. Implement project planning and management practice to ensure work is completed to budget and within agreed timeframes aligned to Council's policy and procedures.
11. Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation

Undertaking any other duties, projects or tasks as directed by the Director which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Degree qualification in Town Planning, Building Surveying, Environmental Health or related discipline
2. Contemporary industry knowledge and solid experience across a range of Local Government services including development and environment management
3. Solid experience and ability to lead, coach and support staff to achieve work targets and objectives effectively and efficiently
4. . Demonstrated experience managing complex planning, regulatory or service-improvement projects, including risk management, engagement of specialist consultants, and accountability for delivery within agreed timeframes and budgets.
5. Proven ability to analyse information and prepare reports for sound decision making
6. Demonstrated ability to prepare and manage budgets and to meet the operational and strategic financial targets of the organisation
7. Demonstrated high level interpersonal and communication skills and the capacity to effectively influence outcomes with people at all levels both internally and externally

Desirable Criteria

1. Post Graduate qualification in Management or related discipline.
2. Extensive experience in Business Planning, Business Excellence and/or development and implementation of Business Process Improvement initiatives for planning and assessment functions.

Date:

Agreed:

Employee Name

Employee signature