

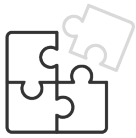
Role Charter

POSITION:	DUTY OFFICER (PLANNING & BUILDING)
Reports to:	Coordinator Planning & Development
Accountable to	Manager Development & Compliance
Directorate:	City Planning
Date revised:	March 2026

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover 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 provide sound and timely advice and support to customers in relation to regulatory planning matters including development, construction and other related regulatory approval processes, ensuring enquiries are resolved in a consistent, and compliant manner.

Core Accountabilities

1. Respond to external customer enquiries relating to planning, development, construction, and related regulatory processes across all contact channels, including front counter (face-to-face), phone, email, and digital platforms, providing accurate, consistent, and customer-focused advice.
2. Maintain a high level of customer service by providing timely, professional and solution-focused assistance ensuring all customer interactions are handled respectfully and in accordance with Council service standards.

3. Interpret and apply relevant planning legislation, Local Environment Plans (LEPs), State Environment Planning Policies (SEPPs), Development Control Plans (DCPs), and Council policies and procedures.
4. Identify and anticipate potential issues, constraints, or challenges such as non-compliance with statutory controls or incomplete information, and provide customers with clear guidance to manage expectations, while ensuring all advice remains general and non-binding.
5. Exercise sound judgement to ensure complex, contentious, or high-risk enquiries are appropriately triaged or escalated to senior staff or specialist teams for further assessment or management.
6. Provide technical and administrative support to the planning and building teams, including reviewing applications prior to lodgement to ensure completeness, legislative compliance, and adequacy of supporting documentation, minimising delays and improving assessment efficiency.
7. Identify and implement process improvements, contribute to system enhancements, and maintain accurate records, documentation and website content.

Undertaking any other duties, projects or tasks as directed by the Supervisor 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. Diploma level qualifications or working towards in the field of Town Planning, Building Surveying or similar or equivalent experience in Planning and Building.
2. Ability to interpret development plans, mapping tools, and site constraints, including zoning, overlays, easements, heritage, bushfire, and flooding.
3. Excellent customer service skills and the ability to communicate effectively with a variety of stakeholders to achieve desired outcomes, explaining planning and development concepts in clear, accessible language.
4. Highly developed skills in conflict resolution and negotiation techniques to promote local resolution of customer problems and issues.
5. Proven ability to work productively as a member of a team and contribute to team goals.
6. Strong organisational and time-management skills, with the ability to manage high enquiry volumes and balance competing priorities while maintaining consistent, accurate, and high-quality advice.

Desirable Criteria

1. Degree level qualifications, or working towards, in a relevant field of Planning, Building Surveying or Construction Management.
2. Experience working in a local government planning or development assessment environment, with sound knowledge of the Environmental Planning and Assessment Act, the Local Government Act, and related legislation

3. Working knowledge of the Building Code of Australia.

Date:

Agreed:

Employee Name

Employee signature