

Position Description

Development Services Officer

Directorate:	Community & Development Services
Location:	85 Main Street, Kempton TAS 7030
Reports To:	Manager Planning Development & Environmental Services
Direct Reports:	Nil
Employment Status:	Permanent Part – Time (4 days per week) – Hours to be confirmed
Industrial Agreement:	SMC Enterprise Agreement No. 12 of 2024
Date:	July 2026

PRIMARY OBJECTIVE

The Development Services Officer will provide administrative and technical support to the Community & Development Services Directorate, particularly within the Planning, Development and Environmental Services Unit.

The position will provide initial advice and assistance to customers regarding statutory approval requirements and development-related enquiries. It will also provide project management and administrative support for initiatives undertaken by the Directorate.

The role requires the delivery of integrated, customer-focused services that support local economic development while ensuring regulatory and statutory compliance.

The position will also foster and maintain strong, respectful relationships with government agencies, stakeholders, businesses and the broader community.

This role provides an opportunity to develop a career in development-related disciplines, including a potential pathway towards formal qualifications and professional development in land-use planning and related fields.

KEY RESPONSIBILITIES

- Function as an effective and collaborative member of the Community & Development Services Directorate.
- Provide administrative and technical support across planning, building, plumbing, environmental health and animal management services.
- Provide initial advice and respond to customer enquiries regarding statutory approval requirements, including whether an application is required and the processes involved.
- Assist with the management, maintenance and ongoing development of Council's Geographic Information System (GIS) mapping system.
- Ensure the accurate, timely and confidential flow of information to support informed decision-making, effective governance and responsive customer

Position Description

Development Services Officer



service, and contribute to the efficient coordination of Development Assessment Committee business in accordance with Council's delegations.

- Exercise a high degree of discretion, sound judgement and professionalism, with a strong understanding of Council processes, priorities and stakeholder expectations.
 - Provide relief support across Directorate services, including undertaking frontline customer service duties as required to ensure continuity and effective delivery of services.
 - Develop and maintain operational practices, procedures and guidelines relevant to the position, including the accurate maintenance of statutory records.
 - Act as the Building Permit Authority during periods of absence, subject to the required licensing and authorisations.
 - Respond to customer enquiries received in person, by telephone and in writing, and prepare correspondence and other documentation as required.
 - Embrace and contribute to a culture of innovation, transparency, collaboration and accountability.
 - Promote community awareness, education and engagement through relevant programs, initiatives and activities.
 - Undertake other duties as required or directed from time to time, provided such duties are within the limits of the employee's skills, competence, training and relevant authorisations.
-

POSITION REQUIREMENTS

Essential Skills & Abilities

- Strong administrative and customer service experience, preferably within a local government or regulatory environment.
- Excellent written and verbal communication skills, with the ability to communicate clearly and professionally with customers, colleagues and stakeholders.
- High level of attention to detail and accuracy, particularly when managing statutory records, documentation and information.
- Proficiency in Microsoft Office applications, including Word, Excel and Outlook.
- Well-developed problem-solving, negotiation and conflict-resolution skills, with the ability to exercise sound judgement and discretion.
- Working knowledge and understanding of Work Health and Safety (WHS) legislation, policies and procedures.
- Strong report-writing, research, analytical and information-management capabilities.

Position Description

Development Services Officer

- Demonstrated ability to interpret and apply relevant legislation, regulations, policies and procedures.
- Highly developed project management, organisational and priority-management skills, with the ability to manage competing demands and meet deadlines.

Essential Knowledge

- Relevant legislation and statutory obligations, primarily related to development services (i.e. building, plumbing, planning, environmental health and animal management)

Essential Experience

- Experience in local government in a related field (i.e. building, planning plumbing and environmental health)

Essential Qualifications

- Formal qualification in a relevant discipline or equivalent experience
-

Desirable (Combined)

- Ability to undertake formal studies in land use planning or a related discipline
- Licensed Building Permit Authority (or prepared to undertake training)
- Demonstrated knowledge and experience in Geographical Information Systems

Licence requirements and pre-employment screening

This position needs to attain and uphold the following licences/accreditations:

- Current Tasmanian Class C Driver Licence

This position requires the following pre-employment checks:

- Pre-Employment Medical.
- National Criminal History Check.
- Working with Children Check.

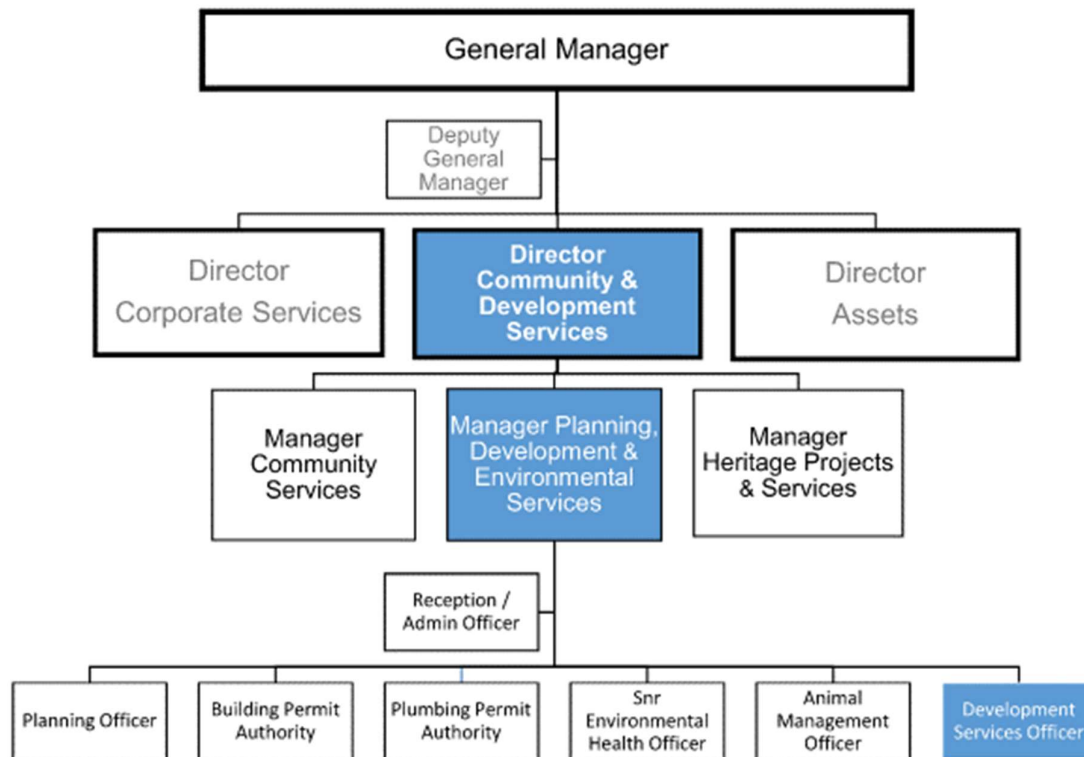
Position Description

Development Services Officer



ORGANISATIONAL CONTEXT

Organisation Chart



Our Organisational Vision

Council's Vision includes

- A community spirit based on friendliness, cooperation and self-help;
- An environment which encourages diversity, inclusion, local creativity, manufacturing, enterprise and self-help;
- Resilient and sustainable Communities across the Southern Midlands;
- A diversified local economy creating employment opportunities through sustainable agriculture/horticulture, commercial, industrial activity, heritage tourism and viable historic villages/service centres;
- Development based on the sustainable use of local resources and the physical environment;
- An enduring commitment to child and youth safety; and
- A range and standard of services within the Southern Midlands that are affordable and efficient.

Our Organisational Mission

Council's Mission is, that in partnership with the community it will:

- Work for the benefit of the community;
- Be progressive and provide leadership;
- Operate as a team of Councillors and employees focused on performance;

Position Description

Development Services Officer



- Be financially responsible.

Our Organisational Guiding Principles

The Council and Employee team members will:

- Consult as well as listen to our customers & team members by maintaining open communication and keep the community informed;
- Treat people with respect and courtesy;
- Provide advice to the best of our professional ability;
- Be sensitive to the needs of residents and visitors;
- Respond promptly to customers concerns and requests;
- Be fair, equitable and consistent in decisions and conduct;
- Facilitate participation as well as be responsive to the input of children and young people;
- Fully utilise the expertise and resources available to Council within the organisation and the Community;
- Develop the full potential of Councillors and all employees; and
- Operate in accordance with the "Codes of Conduct" adopted by Council.

APPROVAL

General Manager:

Signature:

Date:

ACKNOWLEDGEMENT

I confirm that I have read and understood the requirements of this position.

Name:

Signature:

Date: