

POSITION DESCRIPTION

Division: City Services

Position Number: P17351

Branch: City Presentation

Classification: ASO4

Business Unit: Licensing and Compliance

Position Status: Permanent

Position Title: Land Use Officer

Position Hours: 36:45

Position Requirements: Permanent Resident of Australia, Driver's License (C-class) is mandatory.

Reports to: Public Use Coordinator (ASO 6), Licensing and Compliance

Location: Reid and ABW

Last Reviewed: 10 April 2024

DIRECTORATE OVERVIEW

Join Transport Canberra and City Services (TCCS) as we make Canberra attractive, safe and easy to move around. We offer rewarding careers with great benefits, where you will work on projects that make a difference to the everyday lives of your family, friends and community.

We have opportunities available in a wide range of teams, all doing their part to help us achieve our mission of delivering connected services to the people of Canberra. You can help us improve our parks, ponds and public open spaces through horticulture, mowing and maintenance; boost Canberra's sustainability through recycling and waste programs; and help our city be better connected through building and managing roads, footpaths, cycle paths and our integrated public transport network including buses and light rail. You can help us champion literacy and learning through our public libraries, ensure animal welfare and safety through our domestic animal services, and bring your skills to commercial operations that we oversee including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen. We also need those with great technical, business, creative and people skills to help us plan, support and communicate the great work that we do.

TCCS is a value-based organisation where all employees are expected to embody the core values of respect, integrity, collaboration, safety, excellence and innovation as well demonstrate the related signature behaviours.

Join our team of close to 2,000 employees already at work in one of our 50+ locations across Canberra and help us shape our city for tomorrow.

DIVISION OVERVIEW

City Services is responsible for a range of core municipal and Territory services, which include the key operational areas and functions of Licensing and Compliance (L&C); Place Management; Urban Treescapes; and Sport and Recreation Facilities.

BUSINESS UNIT OVERVIEW

L&C comprises of four teams: Land Use Licensing; Investigations; Compliance (Proactive and Reactive); and the Compliance Targeting Team. These teams administer compliance activities utilising a broad range of legislation including the *Public Unleased Land Act 2013*, *Planning Act 2023*, *Litter Act 2004*, *Tree Protection Act 2005* and other regulatory and compliance issues.

POSITION OVERVIEW

The Land Use Officer position is a primary community contact within the Land Use Team, providing procedural and advice on short and long-term land use matters, administered under the *Public Unleased Land Act 2013* and *Planning Act 2023*.

The position provides community advice, on a range of application processes associated with, construction storage, events, large scale commercial or community base operations, commercial waste bins, signage, residential and gate access etc.

Dependant on resourcing needs within the team, this position may also be required to backfill or assist other positions as required.

DIVERSITY STATEMENT

The ACT Public Service is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.

WHAT YOU WILL DO

Under limited supervision:

- Operate as the primary community stakeholder contact for procedural land use matters
- Process and evaluate land use applications via the Land Booking system, in line with the associated legislation, procedures and regulatory frameworks
- Process land use fee payments, fee scheduling, invoicing and the receipt of public monies via Cashlink and Land Booking system
- Provide input for high level document drafting, including Standard Operating Procedures, ministerial correspondence, letters to stakeholders, reports etc.
- Liaise with other areas of TCCS, ACT Government and Commonwealth authorities, contractors, staff and members of the public.
- Assist with operational duties and support the Public Land Use Team as required
- Operate within an Activity Based Working environment, with the ability to work remotely, such as home office as required

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated experience working in a diverse regulatory and licensing environment, including the ability to assess applications against the applicable legislative and procedural frameworks
2. Display experience in customer service management and practices, with a positive solution focus
3. Demonstrated ability to work in a small team under limited supervision, prioritise tasks and complete work within allocated timeframes
4. Demonstrated good oral and written communication, representational and interpersonal skills, including experience in negotiation and stakeholder liaison
5. A commitment to the TCCS Values and a proven ability to implement Workplace Health and Safety, workplace diversity and staff development practices.

Professional / Technical Skills and Knowledge

Desirable:

1. Knowledge of regulatory licensing within a Government environment
2. General knowledge of TCCS and Park & Conservations estate managed land
3. Operational knowledge and skills in office based information technology

Behavioural Capabilities

The Australian Capital Territory Public Service is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, safety, excellence and innovation as well demonstrate the related signature behaviours.

1. Align actions, advice and information to be consistent with Government priorities/ directions and stakeholder needs.
2. Work cooperatively with others and focus on achieving the best result for customers and the broader community.
3. A demonstrated resilience when working within a high-volume environment

Compliance Requirements / Qualifications

Mandatory:

1. Permanent Resident of Australia.
2. Driver's licence Class 'C' or higher Driver's License is essential.
3. This position does require a pre-employment medical check

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Land Use Officer and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

This position works in an Activity Based Working (ABW) environment, with both home and various office functions. L&C's office is located in Reid, however, TCCS's main office is located in Dickson. Pending on work requirements, either office may be utilised. Through ABW TCCS are creating flexible workplaces with a variety of different work settings. We are better able to support every kind of employee, their job function, and individual preferences for comfort and space.

Licensing & Compliance is currently operating remotely from a home / work environment, arrangements have been made to operate an Activity Based Working (ABW) environment at the Reid Depot. ABW is a transformation in the way we work. By creating flexible work places with a variety of different work settings, we are better able to support every kind of employee, their job function, and individual preferences for comfort and space.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Requirement to work overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material or work sites	Occasionally

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally