Manager Planning and Regulatory Services POSITION DESCRIPTION



Position Number:	3559
Department:	Communities and Lifestyle
Section:	Planning and Regulatory Services
Position Status:	Full Time Contract
Classification:	Limited Term Contract
Reports To:	General Manager Communities and Lifestyle
Revised:	November 2026

General Position Statement

This position supports Council's direction by providing strategic and operational leadership for Council's development assessment and regulatory functions, including statutory planning, building, plumbing and drainage, local laws, environmental health and public health. The role is accountable for lawful, timely and customer focused service delivery; effective management of statutory obligations and organisational risk and clear, balanced advice to Council, the Chief Executive Officer, the General Manager and the community.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Lead and manage the Planning and Regulatory Services section, setting clear direction and ensuring its functions align with Council's strategic priorities, adopted plans, service standards and values.
- Ensure Council meets its statutory obligations across the section's areas of responsibility, supported by sound governance, quality assurance, record keeping, delegations and defensible decision making.
- Oversee the effective assessment and administration of development applications, building and plumbing matters and related compliance activities within applicable legislative and policy frameworks.
- Oversee the delivery of local laws, animal management, parking and other regulatory compliance services, with an emphasis on consistent, proportionate and risk based regulation.
- Oversee environmental health and public health services, including education, monitoring, licensing, investigation and enforcement activities within Council's responsibilities.
- Lead the resolution and escalation of complex, high risk, sensitive or contentious matters, ensuring appropriate communication, documentation and organisational awareness.
- Develop and monitor service standards, performance measures and reporting that support timely decisions, transparency, accountability and continuous improvement.
- Drive improvements to systems, processes and customer experience, including the effective use of technology, data and contemporary regulatory practice.
- Prepare and manage operational and capital budgets, workforce and other resources, ensuring strong financial management, productivity and value for money.
- Build a capable, accountable and engaged workforce through clear expectations, coaching, development, succession planning and effective performance management.
- Champion a strong safety culture and ensure risks to employees, customers, the community and Council are identified, managed and escalated appropriately.



- Maintain constructive relationships with Councillors, government agencies, professional and industry bodies, developers, consultants, community stakeholders and other local authorities.
- Represent Council in relevant forums and contribute to cross Council initiatives, policy development, organisational change and major project
- Refer matters that may impact upon the business, Council and employees to the relevant General Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated experience in statutory planning, development assessment, building, plumbing, regulatory services, environmental health or a comparable multidisciplinary regulatory environment.
- Proven ability to apply and interpret legislative, policy and governance frameworks within a Queensland local government context, providing strategic oversight, leadership and accountability across one or more core functional areas and the broader portfolio.
- Demonstrated ability to lead multidisciplinary teams, establish clear priorities and performance expectations, develop people and build a constructive, accountable workplace culture.
- High level judgement and political, organisational and situational awareness, including the ability to manage complex, sensitive and contested matters in a transparent and defensible way.
- Proven ability to interpret and apply legislation and policy, manage statutory and organisational risk, and provide clear advice to senior leaders, elected members and the community.
- Demonstrated experience improving service delivery, systems, processes and customer outcomes while maintaining legislative compliance and procedural fairness.
- Highly developed communication, negotiation, conflict resolution and stakeholder engagement skills.
- High level written communication skills, including the preparation of concise, plain English and professionally presented reports, briefings, correspondence and recommendations.
- Demonstrated financial, workforce, project and performance management capability, including management of budgets, priorities, deadlines and competing demands.
- Demonstrated ability to collaborate across organisational boundaries and build effective relationships with government, industry, professional and community stakeholders.
- Ability to use contemporary corporate systems, information and data to support service delivery, performance monitoring and sound decision making.
- Demonstrated ability to effectively operate Council's computer systems including Ci Anywhere Suite (R1 and ECM), Riskware (R3), Pathways, GeKo and the MS Office Suite.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Manage Career/Development – Ability to identify development activities required to perform current role and opportunities to develop to meet career expectations (as applicable).
- Manage Resilience and Wellbeing – Commitment and the ability to participate in safety programs to support safety, health and wellbeing in the workplace.

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Qualifications

- Tertiary qualifications in a relevant discipline, including planning, building, environmental or public health, law, public administration, management, or equivalent fields, together with extensive experience in a Local Government environment.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- *Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level Tactical Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth.*

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to be immunised in accordance with Council's Occupational Risks and Immunisation Register.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level
Tactical Leadership (Managers and Coordinators)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	**Engage and Inspire our People**	Promotes Council's vision and values. Engages and inspires others through aligning work with the vision.
	Empower our People	Coaches, mentors and empowers others through building trust and confidence across Council.
	Enable Teamwork and Collaboration	Identifies opportunities and enables respectful teamwork and collaboration across Council.
	Effectively Communicate across the Organisation	Fosters open and transparent communication and the sharing of information across Council.
	Build Effective Enduring Relationships	Strategically expand own and team's networks to ensure success.
Deliver Results	**Manage People Performance**	Ensure that teams understand the alignment between their work and Council's vision, mission, purpose and plans and receive support to successfully deliver against those.
	Develop our People	Provide development and coaching and mentoring opportunities to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and supports others to develop organisational, political and situational awareness and supports navigation of same.
	Demonstrate Organisational and Situational Awareness	Makes complex decisions in the absence of clear rules and processes.
	Maintain a Strategic Focus	Develops strategic direction for section/unit in line with Council's strategic direction, values and input from team.
	Plan and Organise Resources	Ensures group delivers against operational plans and KPIs through facilitating the delivery of quality work, safely, within budgets and deadlines.
Customer / Community Driven	**Be Customer and Community Focused**	Supports and enables teams to ensure the delivery on the purpose of Council and delivering what's best for the customer and community.
	Manage customer and stakeholder relationships	Leads, develops and supports a customer and stakeholder focused team.
Lead and Enable Change	**Lead Change Effectively**	Leads and champions organisational change.
	Lead Continuous improvement and Innovation	Ensures that the benefits of continuous improvement opportunities are realised across Council.
Commit to Personal Growth	**Commit to Personal Growth and Learning Agility**	Maintains own learning agility and enables others in their personal growth.
	Lead with Emotional Intelligence	Role model values based leadership and continued focus on building resilience and leading with emotional intelligence.

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Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
	Build and maintain Technical and Operational Competence	Enables others to develop and maintain technical and operational competence.