POSITION DESCRIPTION

Land Development Officer

1 POSITION DETAILS

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Land Development Officer</th>
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<tr>
<td>Reports to:</td>
<td>Team Leader Land Development / Property Development</td>
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<tr>
<td>Department:</td>
<td>Property Services / Customer and Community</td>
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<tr>
<td>Location:</td>
<td>Traralgon</td>
</tr>
<tr>
<td>Date:</td>
<td>August 2018</td>
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<tr>
<td>Document Reference:</td>
<td>COR/03/7416</td>
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2 PURPOSE OF POSITION

The Land Development Officer provides a number of functions within the Property Services team, namely responding to planning permits, connection and developer works applications, provides Property Information Statements and processes acquisitions and dispositions. Land Development Officers will make decisions consistent with relevant Acts, industry standards and Gippsland Water policies and procedures.

3 ABOUT GIPPSLAND WATER

The incumbent will be expected to adhere to all Gippsland Water policies and procedures, and in doing so, demonstrate our organisational values.
About us
Gippsland Water is the second largest regional urban water corporation by revenue in Victoria, comprising a diverse, complex and geographically dispersed asset base spread across a 5000 km² region which is serviced through an asset base of in excess of $1 billion.

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region. Our service area is diverse in area and needs, from the fast growing region in the west, to the transitioning challenges of the Latrobe Valley to providing water and wastewater services to Victoria’s largest industrial water users.

There has been significant change throughout the Gippsland region, in particular, the closure of major businesses. While this changing landscape presents many challenges to Gippsland Water, it also highlights the importance of the role Gippsland Water plays in the region, and the role we play in the region’s transition.

Gippsland Water will continue to focus on:
• maintaining quality water and wastewater services for our customers at an affordable price
• our sustainable future and the future of the region, and
• the role we play in the future.

To enable the corporation to meet these needs Gippsland Water has introduced a new approach and strategy that better reflects the needs of the communities and positions the organisation to deliver sustainable environmental and financial outcomes.

Gippsland Water engages an inclusive and diverse workforce of around 280 employees across seven departments and prides itself on achieving a work-life balance for all employees, allowing us to deliver on the strategic priority of having the right people in the right jobs. This position, therefore, provides the opportunity for flexible working arrangements.

4 ORGANISATION STRUCTURE
5 KEY ACCOUNTABILITIES

The Land Development Officer is accountable for providing customer service excellence to both internal and external customers and stakeholders including local councils, developers, solicitors, conveyancers, plumbers and builders. Their delivery of specific technical information and expertise in evaluating and preparing responses to enquiries relating to all aspects of land development, property connections, land change of ownership, and metering is critical to the success of the Property Services team.

6 KEY RESPONSIBILITIES

- Provide technical analysis of planning referrals, developer works proposals, property connection and metering requests to both internal and external stakeholders.
- Provide a focal point of contact for solicitors, conveyancers, builders, plumbers and the general public with respect to property information related queries.
- Identify, understand, meet and solve internal and external stakeholders’ needs and expectations where possible at first point of contact, to enhance the positive public perception of Gippsland Water.
- Review, calculate and apply charges in relation to sewer connection, water main tapping, fire services, backflow prevention and metering requirements to ensure financial sustainability and protection of Gippsland Water’s assets.
- Contribute to the maintenance of Gippsland Water’s Information Systems by ensuring that the updating of billing records is accurate and appropriate.
- Provide technical skills and innovative thinking to drive improvement within the Property Services team.

7 KEY CHALLENGES

Initially the incumbent will be challenged to quickly familiarise themselves with a broad range of technical information, ICT systems, policies and procedures to ensure they can provide positive outcomes to both internal and external stakeholders. They will be working in a reactive environment where competing tasks will require prioritisation to ensure customer satisfaction is achieved. The incumbent will require sound communication and listening skills to ensure successful outcomes are achieved for both Gippsland Water and the customer.
8 JUDGEMENT & REASONING

The Land Development Officer must be able to accurately understand, interpret and apply relevant policy, legislation and standards to ensure satisfactory outcomes for Gippsland Water and meeting customer needs within appropriate time frames. They will be required to exchange information in a timely manner with external stakeholders including developers, design consultants, surveyors, plumbers, solicitors and conveyancers to enable full understanding of their needs and explain what the implications or alternative courses of action might be.

Complex servicing issues arise from time to time, which are sensitive, without precedent or outside of Gippsland Water’s policies and procedures. As a result, the Land Development Officer will be required to consult internal experts to obtain guidance to achieve a balanced outcome.

This position requires an ability to assess a complex range of technical solutions with ability to accurately respond under pressure within limited timeframes and conflicting priorities. The Land Development Officer will priorities their own workload to ensure objectives are met and customer satisfaction is maintained.

9 INTERPERSONAL SKILLS/COMMUNICATIONS

It is essential that the incumbent communicates effectively across a variety of stakeholders that Gippsland Water engages with, both internal and external to ensure compliance with Gippsland Water policies, standards and processes. The Land Development Officer must have the ability to vary their communication style according to stakeholder needs and required outcomes. The ability to establish and maintain professional verbal and written communication standards while meeting tight and competing timeframes is vital to this role, as the majority of communications is with external stakeholders by phone, email or in person at the front counter. The Land Development Officer will be required to convince and influence both internal and external customers to accept and comply with Gippsland Water’s policies, and Customer Charter requirements. To carry this out effectively they must have the ability to negotiate and gain the cooperation of others by using positive influencing skills, ensuring their advice is consistent with Gippsland Water policies, procedures, Australian Standards and Codes of Practice.

External Communications

The incumbent will have regular contact with external stakeholders including existing customers, builders, plumbers, solicitors, conveyancers, surveyors, developers, pipe layers, local Councils, Shires and design consultants.

Internal Communications

The incumbent will have regular contact with all areas of Gippsland Water including the service centre staff, Asset Management, Infrastructure Planning and Field Services including other staff within the Property Services team.
10 KNOWLEDGE, SKILLS & EXPERIENCE

ESSENTIAL & DESIRED FORMAL QUALIFICATION

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<tr>
<th>Essential:</th>
<th>Desirable:</th>
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<tr>
<td></td>
<td>• Qualification in administration for technical or related functions</td>
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ESSENTIAL & DESIRED SKILLS/EXPERIENCE

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<tr>
<th>Essential:</th>
<th>Desirable:</th>
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<tr>
<td>• Technical experience and understanding of property development, water and wastewater connections and metering to meet the requirements and responsibilities of the position</td>
<td>• Experience in conflict resolution - in person and on the telephone</td>
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<tr>
<td>• Ability to learn Australian Standards and Government Regulations relating to property development and the provision of water and wastewater services</td>
<td>• Experience in the plumbing and or building industry</td>
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<td>• Interpersonal skills and the ability to build productive relationships with internal and external stakeholders</td>
<td>• Experience in a customer service role</td>
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<td>• Ability to resolve customer enquiries and complaints and manage customer relationships</td>
<td>• A current driver’s licence</td>
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<td>• Sound oral and written skills</td>
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<td>• Demonstrated ability to understand and operate technical and business computer software packages</td>
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11 SELECTION CRITERIA

• Demonstrated technical aptitude and ability to analyse a problem, assess a complex range of solutions and select the most appropriate solution considering current policy and procedure.

• Ability to work successfully in a team environment and build positive relationships.

• Demonstrated experience in resolving customer enquiries and managing customer relationships.

• Ability to work autonomously and complete a range of tasks within tight and demanding time frames.

• Well developed oral, written and presentation skills, including the use of communication technology and the ability to communicate to a wide range of audiences.

• Ability to understand and operate business computer software systems.