

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Project Officer - Development Contributions	
<b>Classification:</b> Band 6	<b>Effective Date:</b> 14 November 2025
<b>Reports to:</b> Coordinator Strategic Planning	<b>Tenure:</b> Full time/Permanent

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer  
Experience and  
Service Delivery**



**Great  
Organisational  
Culture**



**Innovation  
and Continuous  
Improvement**



**Good Governance  
and Integrity**



**Long Term  
Financial  
Sustainability**

### CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

The Project Officer will administer Council's Development Contributions program. This role will be primarily responsible for the daily administration, management and reporting of the Whitehorse Development Contributions Plan (DCP). The role will maintain Development Contributions records, inform strategic and financial planning, and coordinate the preparation of infrastructure agreements to ensure all development contributions processes are in line with Council's internal policies and procedures. The role will also undertake other relevant projects with an emphasis on Strategic Planning.

This role will provide exceptional customer service and be able to liaise and build relationships with internal and external stakeholders including developers, private Building Surveyors, residents, landowners, consultants, contractors, applicants, State agencies and other stakeholders as relevant to the position.

The Project Officer reports through the City Planning and Development Department via the Coordinator Strategic Planning and will work collaboratively with relevant internal teams including Finance and Capital Works. .

## Key Responsibilities

### *Position Specific Responsibilities*

- Coordinate tasks associated with Council's Development Contributions which includes maintaining an ongoing dialogue with relevant internal teams including but not limited to Statutory Planning, Strategic Planning, Building, Capital Works and Finance.
- Liaising with developers, consultants, private Building Surveyors, government agencies and other councils.
- Monitoring new planning permit applications and applications to amend issued permits that will require payment of a DCP levy.
- Monitor and review building application notifications from private Building Surveyors to identify those that will require DCP payment.
- Engage with private Building Surveyors about the implementation and operation of the Whitehorse DCP.
- Maintain the records of all Development Contribution payments, Works In Kind and other arrangements, contributed assets and other relevant tasks, including preparing and processing of invoices and follow up on outstanding payments.
- Managing and monitoring payment of the DCP Levies, including:
  - Issue invoices for DCP payment for approved planning permits and amendments to planning permits as appropriate.

- Issue invoices for DCP payments for applications for building permits as appropriate.
  - Receipting of DCP payments.
  - Monitoring levy payments.
  - Indexing the levies and any outstanding payments at the beginning of the financial year.
- Reconciling payment for DCP projects with the DCP project list.
  - Monitor capital works and DCP project completion.
  - Reconcile DCP payments received against completed and proposed projects.
  - Identify and record DCP projects not completed as scheduled or removed from the capital works program.
  - Identify replacement or alternative projects for those not completed if needed.
  - Acquit DCP levies received against listed DCP projects and record against respective permits.
- Creating monthly and annual reports on DCP payments, expenditure and projects.
  - Prepare the mandatory annual report to the Minister for Planning.
  - Prepare annual Council reports.
  - Prepare reports to the Senior Executives as required.
  - Provide ad hoc reports as required.
- Administering and monitoring the DCP scheme and recommending changes.
  - Ensure the administration of the DCP is consistent with statutory requirements and Council's internal processes as directed by the supervisor.
  - Routinely review the DCP to identify and recommend changes to the project list and operation of the program as appropriate.
  - Identify and recommend changes to the DCP Process Manual
  - Collaborate with and support the Strategic Planning Team in the implementation of changes to the DCP.
- Identify the ongoing maintenance of databases, systems and webpage improvements required for the effective and ongoing implementation of the DCP. Work collaboratively with relevant internal teams on the upgrades required.
- Maintain knowledge of current legislation, policy and procedures that impact upon all aspects of Development Contributions planning and implementation.
- Advise and share information across relevant internal teams about implementation of the DCP.
- Assist with the preparation and review of reports and planning documents, including Planning Scheme Amendments, relevant to Development Contributions.
- Assist with the development and updating of Council's Development Contributions operating procedures and policies.

- Support the preparation of Development Contributions funding agreements including liaison with Council's legal representatives, relevant internal teams and other stakeholders as needed.
- Undertake projects and other duties as directed within the skills and abilities of a position at this level.

#### *Corporate Responsibilities*

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to budget processes.
- Provide equitable and sound supervision of staff or Contractors, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

#### **Accountability and Extent of Authority**

**Budget:** Provide input to relevant internal teams on program budget lines for relevant DCP projects

**Staff responsibility:** Supervise Council's Development Contributions Administration Officer and relevant consultants.

#### **Judgement and Decision Making**

- Defined within established procedures and guidelines using the application of a variety of processes and relevant statutory frameworks and State planning legislations.
- Decisions and actions are subject to review by senior employees.
- Guidance and advice are usually available within time to make decisions.
- Able to set own priorities to ensure that tasks are completed within required timeframes and to required standard.

## Specialist Knowledge and Skills

### Certificates/Licences and/or Proficiency in:

- An understanding of town planning principles, in particular the requirements of the *Planning and Environment Act, 1987* and the *Subdivision Act, 1988* relevant Planning Practice Notes and Ministerial Directions relating to Development Contributions and other relevant matters.
- A high level of understanding of principles and practices relating to Finance and account management processes relating to Development Contributions.
- An understanding of Development Contributions and mandatory financial reporting requirements and associated record keeping.
- A proven ability to understand, interpret and apply relevant legislation and operational policies and procedures, focussing on Development Contributions.
- Attention to detail and a high level of accuracy.
- Ability to confidently deal with internal and external stakeholders.
- Extensive experience in problem solving, analytical and investigative skills in a planning role.
- Ability to plan, prioritise and organise work autonomously and within set timeframes and demonstrated skills in managing multiple tasks efficiently.
- Strong written and oral communication and presentation skills.
- An understanding of municipal capital works programs.
- Ability to successfully prepare project financial reports as required.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

### Technology

- High level of proficiency in the application of the Microsoft suite of applications (particularly Word and Excel), geographic information systems and relevant office based workplace computer programs and maintaining web based Development Contributions Tools and information online.
- Experience with report writing tools (such as Infocouncil), Oracle or another large operating financial system, budget software, and Pathway or similar operating system.

## Qualifications and Experience

- Degree or diploma in a relevant field pertaining to Development Contributions. This may include accounting, engineering, capital works, town planning or other relevant qualification.
- Understanding of the Development Contributions Plan process.
- Relevant experience in implementing and reporting on Development Contributions and or exposure to financial analysis would be desirable.

- Understanding of:
  - The planning permit application process
  - The building permit process
  - Municipal capital works program; and
  - Financial acquittal of capital works DCP projects.
- Proven experience in the administration of a levy collection scheme or the administration of a complex scheme involving a number of work areas within an organisation.
- Excellent verbal communication including the ability to gain cooperation from key stakeholders and well-developed report writing skills and presenting skills.
- Knowledge of current budgeting and reporting practices.
- Ability to exercise the appropriate level of authority according to the circumstances.

### Interpersonal Skills

- Strong communication and negotiation skills.
- The ability to understand and influence others and to resolve complex issues with internal and external stakeholders.
- Highly motivated to cooperate and collaborate.
- Demonstrated high level oral and written presentation skills, including the ability to write reports in field of expertise suitable for Council meetings, briefings and updates and the ability to present to a variety of audiences.
- Ability to provide clear and concise advice.
- An ability to handle difficult situations.
- Ability to work in a team environment and liaise effectively with staff in other Departments.
- Ability to maintain strict confidentiality.

### Key Relationships:

- Liaises and provides advice to all staff, residents, customers, applicants, private Building Surveyors, consultants, landowners, developers, proponents, referral agencies, auditors, and other stakeholders as relevant to the position.
- Briefs the Councillors, Senior Executives, Coordinators of Finance, Capital Works and City Planning and Development teams, and other teams as required, on the Development Contributions program as needed.
- The position is required to liaise and maintain professional relationships with consultants, Department of Transport and Planning, Victorian Civil and Administrative Tribunal (VCAT), other government departments and authorities, other municipal councils, Planning Panels Victoria and non-government groups on matters relevant to the position.



- This role may require attendance at out of hours meetings.
- Provides Development Contributions information, advice and recommendations to internal and external stakeholders.
- Maintains excellent customer service at all times.

### Management Skills

- Skilled in managing time and setting priorities to achieve specific and planned objectives in the most efficient way possible with the resources available and within a set timetable.
- Experience and ability in managing consultants.
- Evidence of leadership abilities and project management skills.
- An achievement and results oriented attitude to the role.
- Evidence of a strong commitment to high quality outcomes and customer service.
- Sound analytical and conceptual skills.
- Ability to manage a variety of complex tasks with minimal supervision and attention to detail.
- Commercial/business acumen.
- A commitment to organisational values and behaviours.
- Ability to build and maintain effective working relationships characterised by mutual respect and honesty with other Council departments, professional bodies and external stakeholders.
- Knowledge of and commitment to the principles of Equal Opportunity and Occupational Health and Safety.

### Key Selection Criteria

1. Degree or diploma in a relevant field pertaining to development contributions. This may include accounting, engineering and town planning or other relevant discipline.
2. Demonstrated knowledge and understanding of DCPs (or similar) including, day to day operations and processes (such as recording and managing data), the interface with large corporate and finance asset management systems, and regular and annual reporting requirements of DCPs.
3. Familiarity with the development process, including the statutory planning and building permit application processes.
4. Well-developed verbal and written communication and presenting skills and proven negotiation, analytical, investigative, and customer service skills, including an ability to gain cooperation from a range of internal and external stakeholders and to work co-operatively to achieve position objectives.

5. .Demonstrated ability to effectively plan, organise and manage own time and successfully coordinate and complete tasks within deadlines despite conflicting pressures.



## Physical Requirements



### PHYSICAL AND FUNCTIONAL REQUIREMENTS CHECKLIST

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
<b>Standing</b> Tasks involve standing in an upright position.	<ul style="list-style-type: none"> <li>Meetings, including review, display and sorting of documents and site inspections</li> <li>Working at standing desks</li> </ul>	<p>Daily</p> <p>Daily, intervals across 7.6 hours</p>		
<b>Squatting</b> Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> </ul>	<p>Sometimes performed</p> <p>Sometimes performed</p>		
<b>Kneeling</b> Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> </ul>	<p>Sometimes performed</p> <p>Sometimes performed</p>		
<b>Walking</b> Tasks involve walking on even/uneven surfaces.  Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> <li>Regular short distances &lt; 50m, Trolley used when appropriate to aid in manual handling</li> </ul>	<p>Sometimes performed</p>		
<b>Lifting (Floor to waist)</b> Tasks involve raising, lowering or transferring objects	<ul style="list-style-type: none"> <li>Collecting, returning hard copy files</li> <li>Short distances, stable load &lt; 5kg</li> </ul>	<p>Sometimes performed</p>		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
(≤ 9kg) from one position to another, using the hands.				
<b>Lifting (Between waist and shoulder)</b> Tasks involve raising, lowering or transferring objects (≤ 9kg) from one position to another, using the hands.	<ul style="list-style-type: none"> <li>Collecting, returning hard copy files</li> <li>Short distances, stable load &lt; 5kg</li> <li>Loading objects into vehicle</li> </ul>	Sometimes performed  Sometimes performed  Occasional		
<b>Reaching forward</b> Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> <li>Loading objects into vehicle</li> </ul>	Occasional  Once per day  Occasional		
<b>Pushing/Pulling</b> Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> <li>Movement of objects, documents and other equipment at workstation or elsewhere in the office</li> </ul>	Occasional		
<b>Hand/arm dexterity</b> Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> <li>Photocopying of documents</li> <li>Using the telephone</li> <li>Moving items around desk</li> </ul>	Daily, intervals across 7.6 hours  Up to 7.6 hours a day, head set offered, supplied phone headsets recommended  Daily, intervals across 7.6 hours		
<b>Handwriting</b> Tasks that require the production of written material to record or	<ul style="list-style-type: none"> <li>Taking notes</li> </ul>	Daily (if not undertaken electronically)		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
communicate information.				
<b>Keyboard duties</b> Task involve sitting at workstation and using computer.	<ul style="list-style-type: none"> <li>Data Entry, emails, Phone interaction, reports, correspondence etc</li> </ul>	Daily, intensively, with intervals across 7.6 hours		

#### COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor : Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
<b>Adaptability and flexibility</b> Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
<b>Decision making</b> The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓		
<b>Degree of Self-Supervision</b> The ability to work effectively without supervision.				✓		

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
<b>Exposure to Confrontational Situations</b>  Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
<b>Problem Solving and Analysis</b>  The ability to work effectively at solving problems and analysing situations and information.				✓		

#### PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
<b>Vision</b> Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
<b>Smell</b> Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
<b>Touch</b> Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

**Mandatory Personal Protective Equipment:**

- Sun protection (eg: skin coverage, eye protection, hat, sunscreen)
- Appropriate footwear, high vis vest and hard hat (where relevant) for site inspections

**Any other relevant comments:**