

# POSITION DESCRIPTION



Date: 15 April 2026

## 1. Position Identification

<b>Title:</b>	Development Services Officer				
<b>Position Number:</b>	PE.RE.151	<b>Level:</b>	7	<b>Agreement:</b>	Shire of Exmouth Industrial Agreement 2025
<b>Department:</b>	Development Services				
<b>Section:</b>	Development Services				
<b>Location:</b>	Exmouth, Western Australia				

## 2. Reporting Relationships

<b>Reports to:</b>	Manager Development Services
<b>Direct Reports:</b>	Nil, but may assist in directing work

## 3. Value Statement

Embrace and promote the values of integrity, accountability, respect and innovation.

- **Integrity**  
We act with care and diligence - making decisions that are honest, impartial, timely and based on all relevant information.
- **Accountability**  
We use Shire resources in a responsible and accountable manner that ensures the efficient, effective and appropriate use of resources and information.
- **Respect**  
We treat people with dignity, fairness and recognise their interests and rights.
- **Innovation**  
We strive for continuous improvement, embrace change and challenge the status quo.

## 4. Role Purpose

To deliver specialised professional and operational services across public health and building and development functions across community development, public health, and building and development services, ensuring efficient service delivery, regulatory compliance, and positive community outcomes for the Shire.

## 5. Key Objectives

To deliver and manage administrative services and regulatory processes across town planning, building services and public health functions for the Shire.

The role is responsible for overseeing processes, providing technical and specialist advice, and ensuring effective service delivery across community programs, regulatory functions and stakeholder engagement.

## 6. Key Responsibilities

### Town Planning and Building Services Support

- Manage and coordinate the administrative requirements of town planning and building and development processes, including the receipt, assessment tracking and coordination of applications and approvals.
- Provide specialist advice and interpretation to applicants, contractors and stakeholders regarding legislative requirements, processes and timelines.
- Oversee and maintain the integrity of records, registers and document management systems in accordance with legislative and organisational requirements.
- Support compliance with relevant legislation, local laws, policies and standards.
- Manage and coordinate certification processes, ensuring documentation requirements are met and issues are resolved.
- Identify, develop and implement process and system improvements to enhance efficiency, consistency and customer experience.

### Public Health Support

- Deliver and coordinate the administrative and operational support for environmental health and public health functions.
- Manage and oversee administrative processes relating to inspections, compliance activities and follow-up actions.
- Maintain and ensure accuracy of compliance of registers, databases and records relating to public health services (e.g. food businesses, permits and inspections).
- Provide technical advice and guidance to the public on environmental health requirements and processes.
- Contribute to the design, implementation and evaluation of public health initiatives, education campaigns and regulatory programs.
- Monitor compliance requirements and escalate risks or non-compliance issues as required.

### Customer Service & Administration

- Provide a high standard of customer service as a key technical point of contact for community, health and development enquiries.
- Deliver consistent, accurate and authoritative advice and information, to internal and external stakeholders.
- Prepare detailed reports, correspondence, documentation, recommendations and communications relevant to the role's regulatory and operational matters.
- Maintain records and information ensuring compliance in accordance with the Shire's recordkeeping framework and legislative requirements.
- Lead and contribute to the continuous improvement of systems, processes and service delivery.

## Governance & Compliance

- Ensure activities are undertaken in accordance with relevant legislation, local laws, policies and procedures applying independent judgement and technical expertise.
- Interpret and apply legislation, policies, procedures and regulatory requirements in day-to-day operations.
- Contribute to and support audit processes, compliance and reporting requirements across functional areas.
- Identify, assess and manage risks, issues and opportunities for improvement, implementing corrective actions and escalating where appropriate.
- Contribute to the development and continuous improvement of initiatives to strengthen governance, compliance and service delivery outcomes.

## 7. Risk Management and Workplace Health and Safety

Demonstrate a strong commitment to safe work practices and effective risk management in accordance with obligations under the **Work Health and Safety Act 2020 (WA)**, associated regulations, codes of practice and the Shire's policies and procedures.

This includes, but is not limited to:

- Ensuring, so far as is reasonably practicable, a safe working environment for employees, contractors, volunteers and visitors.
- Actively promoting and supporting a positive safety culture and leading by example in all work practices.
- Consulting and communicating with workers on matters relating to work health and safety.
- Identifying hazards within the workplace and ensuring appropriate risk assessments and control measures are implemented.
- Ensuring incidents, injuries and hazards are reported promptly and appropriately investigated to prevent recurrence.
- Ensuring workers are provided with appropriate Personal Protective Equipment (PPE) and that it is used where required.
- Ensuring safe systems of work are established, documented and followed.
- Ensuring employees are appropriately trained, competent and aware of their safety responsibilities.
- Ensuring appropriate supervision is provided to maintain safe work practices.
- Supporting and participating in injury management and return to work programs in accordance with relevant legislation and organisational procedures.

In addition, employees are expected to:

- Contribute to the effective implementation of the Shire's **risk management framework**.
- Identify, assess and report operational risks that may impact service delivery, safety, compliance or organisational objectives.
- Comply with all relevant legislation, policies, procedures and internal controls to support sound governance and risk management practices.
- Take reasonable care for their own health and safety and that of others who may be affected by their actions.

## 8. Qualifications and Work Experience

### Mandatory Requirements

- Current "C" Class Driver's Licence.
- National Police Clearance (or ability to obtain).
- Valid Australian Work Rights.

## **Essential**

- Strong organisational and time management skills with the ability to manage competing priorities.
- Excellent written and verbal communication skills.
- Proven ability to provide high-quality customer service.
- Experience working with databases, records management systems and Microsoft Office Suite.
- Ability to interpret and apply policies, procedures and relevant legislation.
- Ability to build effective relationships with internal and external stakeholders.

## **Desirable**

- Knowledge of local government processes, including town planning and building services.

*Note: The requirements and responsibilities in this position description are a general guide only and are not all inclusive. The Position Description may be reviewed at any time based on operational requirements.*