



Development Services Support Team Leader

Section: Development Services

Salary point: 15

Position number: PSC1323

Last updated: September 2026

Position objectives

To provide leadership and oversee the day-to-day management of the Development Services Support (DSS) Team. DSS provide specialised administrative support to the Development Planning, Development Engineering, Building & Certification Teams.

The position plays a key role in the delivery and management of development support services and oversees systems to ensure delivery of best value to customers and stakeholders. An important part of this role is the ability to develop strong and collaborative relationships with all stakeholders. The position reports directly to the Development Services Section Manager.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Coordinate and provide guidance, support, leadership and continuous development to the DSS Team ensuring the effective provision of support services to the DS Units
- Coordinate and manage daily work tasks of the DSS Team
- Initiate, plan, execute and review projects that are assigned by the Section Manager or DS Coordinators
- Prepare, review and amend policies, systems views, business plans and procedures to support the most efficient and effective delivery of services

- To establish and maintain strong working relationships with internal and external customers and stakeholders to identify process improvement needs
- Develop data reports as required by the DS Coordinators or Section Manager
- Continually strives to improve the customer service experience beyond traditional Local Government service levels to support the Development Planning, Development Engineering, Building & Certification Teams.
- Stay up to date and liaise with Corporate Systems on new technology and systems to improve operational efficiencies and customer experience.
- Process and refund financial transactions or delegate to Development Support Officers with supervision.
- Provide customer service support services.

Key accountabilities

To provide professional technical services and advice to deliver the effective running of the DSS Team in consultation with the Section Manager, Unit Coordinators and other professional staff. This position will be required to modify, enhance or redefine the level of service provided depending on operational tasks.

Extent of authority

Key tasks can be performed autonomously. Decisions are generally made within the scope of established procedures and guidelines.

Judgement and decision making

Sound levels of judgement, initiative, sensitivity and confidentiality is necessary together with the ability to assess, review and make autonomous decisions when required. Scheduling, organising, planning, coaching and teaching are tasks typically undertaken at this level.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of high quality service
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety
- Commitment to learning an understanding of the Australian Business Excellence philosophy
- Demonstrates strong oral and written communication skills including the ability to prepare reports, data analysis, strategic advice and policies in a clear, concise and objective manner

Interpersonal

- Demonstrated ability to positively lead, coach and develop staff so that they may achieve their potential

- Strong interpersonal, influencing and negotiation skills to gain the acceptance of ideas and cooperation of others, particularly with respect to determining priorities and the use of resources
- Demonstrated ability to work as part of a strong team environment
- Demonstrated skills in negotiation, problem solving and conflict resolution

Qualifications and experience

- Qualifications in local government, business management, business administration or a related discipline or equivalent combination of contemporary experience in this field
- Experience in leadership including the ability to plan, motivate and supervise a team to achieve performance targets and foster team relationships with a commitment to staff development through training and coaching
- Demonstrated experience in driving process improvement and change management
- Strong interpersonal, written, and oral communication skills including the ability to negotiate and resolve conflict
- Demonstrated ability to build relationships with both internal and external stakeholders, which give support to key projects and activities
- Demonstrated ability to operate effectively in an environment requiring a high degree of initiative and judgement
- Demonstrated time management skills

Capability Framework level: Adept

Personal attributes	Relationships	Results	Resources	Workforce leadership
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts	• Manage and develop people • Inspire direction and purpose • Optimise workforce contribution • Lead and manage change

Position description approval

Employee

Date