

POSITION DESCRIPTION

PROJECT OFFICER – Regulatory Services

POSITION DETAILS

Date of Position Description	July 2026
Position Title	Project Officer – Regulatory Services
Position Grade	10
Directorate Business Unit	City Planning and Design Regulatory Services
Reports to	Group Manager Regulatory Services
Physical Requirements Category	Category 1 – Desk role with Ergonomics Requirements
Job Location	316 Victoria Road, Rydalmere (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The Project Officer – Regulatory Services is responsible for supporting and leading projects and initiatives that improve the effectiveness, efficiency and consistency of Regulatory Services operations. The role focuses on business improvement, process optimisation, procedure development, and the implementation of systems and technologies that enhance service delivery and regulatory outcomes.

KEY RESPONSIBILITIES

Role Specific

- Identify, review and analyse business processes across Regulatory Services functions.
- Lead and support business improvement initiatives, including process mapping, workflow redesign and the implementation of operational improvements to enhance efficiency, consistency and customer outcomes.
- Develop, maintain and review standard operating procedures, work instructions, templates and operational guidance to ensure documentation remains current, practical and aligned with legislative, policy and operational requirements.
- Support the implementation, optimisation and continuous improvement of business systems, including TechnologyOne, mobile applications and regulatory software platforms, and identify opportunities for automation and digital transformation.
- Assist with system testing, implementation and change management activities.
- Develop reporting frameworks, performance measures, dashboards and management reports, and analyse operational data to identify trends and monitor improvement outcomes.
- Assist in the preparation of business cases and funding submissions.
- Monitor legislative, regulatory and Council policy changes, coordinate impact assessments with relevant subject matter experts, and support the implementation of approved changes through updated procedures, guidance and staff communications.
- Coordinate records and supporting evidence required for internal audits, assurance activities, statutory reporting and management review.

Baseline

- Support the development, implementation and management of systems and associated process and procedures to drive better strategic alignment in Council.

- Apply knowledge, best practice, innovation and subject-matter expertise to promote continuous improvement and contribute towards the growth and maturity of the organisation.
- Monitor performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Contribute to the production and improvement of routine and customised reports, dashboards and analysis to facilitate informed decision making.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

KNOWLEDGE

Qualifications

- Tertiary qualification (min cert IV) that relates to planning, business innovation, project management, and/or other relevant discipline.

Experience

- Demonstrated experience delivering business improvement or organisational change projects.
- Experience developing procedures, SOPs and operational documentation.
- Experience reviewing and redesigning business processes.
- Experience preparing reports, business cases and presentations.
- Experience working with legislative, policy or procedural change in an operational environment.
- Experience coordinating documentation or evidence for audit, assurance, statutory reporting or management review activities.

Skills

- Strong analytical and problem-solving skills.
- Excellent written communication skills.
- Advanced report writing and document preparation skills.
- Strong organisation and project coordination skills.
- Ability to analyse data and make evidence-based recommendations.
- Strong stakeholder engagement skills, including the ability to work with operational and technical subject matter experts.

Desirable

- Experience working within Local Government.
- Experience within a regulatory, compliance or enforcement environment.