



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD



**YOUR GUIDE TO CAREERS IN**

# DEVELOPMENT MANAGEMENT

Making progress possible. Together.



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# INTRODUCTION

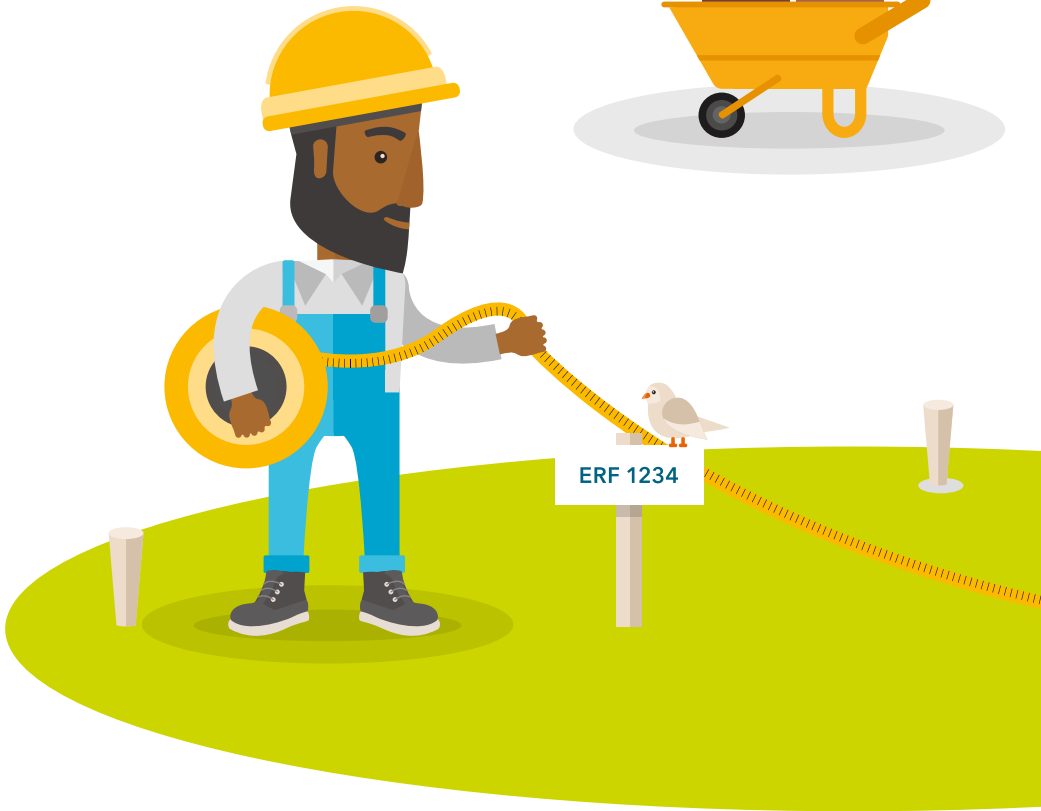
**Planning and urban development** is a major part of achieving spatial change and an improved quality of life for residents. This field offers many exciting career opportunities as planners act as the visionaries that develop a framework for the future city – one building and public space at a time.

**Building Development Management** ensures that all buildings in Cape Town comply with approved building plans to ensure a safe and healthy built environment for all. This includes overseeing the construction of all new buildings, alterations or extensions to existing buildings, the demolition of structures and even changing the use of existing buildings without physically altering them.

**Land Use Management** ensures that land is used according to its permitted use and zoning rights, and that planning and development takes place in an orderly and structured way to create a safe, healthy and sustainable built environment. Land Use Management also strives to create a balance between meeting the needs of the community and protecting our natural environment and built heritage.

Planners work for the government, non-government organisations or private companies in small towns and large cities around the world. It is a dynamic profession that aims to create convenient, equitable, healthful, efficient and attractive places for present and future generations.

As with many other fields, planning embraces advancements in technology and, where possible, leverages available functionality by asserting itself in the global landscape to meet the growing demands of a technologically-proficient consumer. While Development Management does not prescribe innovation within its career requirements, this is a driving force in its vision to create an effective and efficient planning and building development environment. This is achieved through the integrated nature of the City of Cape Town's Development Application Management System (DAMS) e-Services.





# CAREER OPPORTUNITIES





# FIELD: CUSTOMER SERVICE PORTAL



Development Management has evolved from manual paper submissions to an online e-Services platform. This has changed the way Development Management engages with its customers and will continually evolve to meet the demands of technologically-proficient consumers.

This means that the traditional front-of-office or walk-in centre must adapt to this new way of working. Technical assistants / officers are now at the forefront of the business, leading the department's technology drive through e-Systems proficiency and online service delivery promotion.



## TECHNICAL ASSISTANT/OFFICER

A specialised customer service portal discipline that provides technical and administrative support to both internal and external customers through the Development Management's customer service portal on **e-Services**.

**Requirements:** In general, officers must pay attention to detail, be computer literate and possess good people skills.

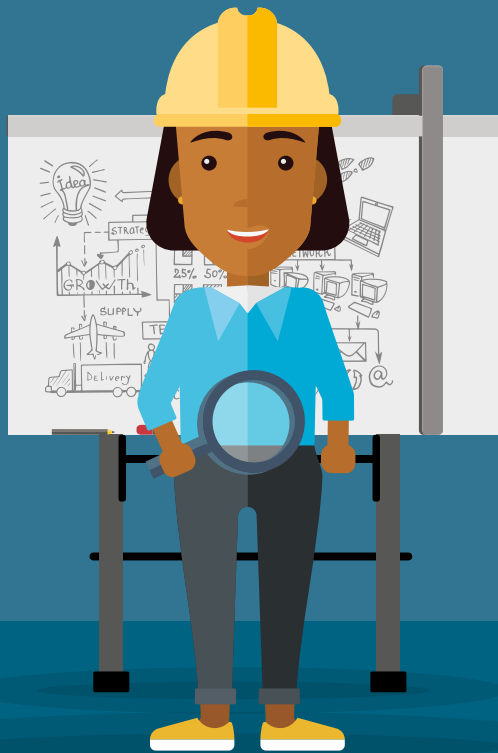
Requirements also depend on the seniority of the position:

- Technical assistant/technical officers: need a basic knowledge of planning and building development policies and processes.
- Principal technical officers: must have up to five years' planning and building development experience (dealing with land use and building development applications) and a minimum of two years' supervisory experience.

**High school subjects:** English, Mathematics, Geography and Physical Science. Additional languages are advantageous.

**Tertiary education:** The minimum requirement within this career stream is a grade 12 (Senior Certificate) or relevant qualification.

# FIELD: BUSINESS SYSTEMS



Geographic Information Systems (GIS) is an exciting field that captures, analyses, manages and presents specific geographical data. GIS contributes to the City's Integrated Spatial Information System (e-GIS), a centralised and integrated property information database that supports the property value chain.

GIS functions include capturing new properties and development-related spatial information, the maintenance and improvement of existing spatial information in the property geodatabase. The analysis of the data to either improve the data or provide spatial reporting to improve decision-making and continuous research as well as the development and integration of new technology. These are vital components to ensure accurate spatial information which is critical to the City's business systems – driving revenue for the City in terms of property valuations, municipal rates and billing.



## TECHNICAL ASSISTANT

Technical assistants contribute to the Geo Information Service of the Development Management Department by providing support to the Mapping Service. Technical Assistants also capture data, work on verification projects and coordinate technical resources to ensure an effective and efficient Geo Information Service.

**Requirements:** Two years' appropriate experience and proven proficiency in GIS software applications and Microsoft Office. Information and communication technology (ICT) skills, with grounding in the sciences; geography should also feature strongly. Mathematical thinking, analytical skills and attention to detail and accuracy.

**High school subjects:** Mathematics, English, Information Systems, Geography and Physical Science.

**Tertiary education:** The minimum requirement within this career stream is a grade 12 (Senior Certificate) or relevant qualification.



## GIS TECHNICIAN

GIS technicians capture property-related spatial data, partake data improvement projects, produce digital maps that show geographic features of an area, create spatial reports for improved decision-making, partake in City-wide projects, and research, develop and implement new technology. It is a fast-growing, dynamic field that maps geographical information to inform key decision-making and planning processes.

The core functions of a GIS technician are to upload relevant, accurate data that is used for climate science, environmental conservation, anthropology, archaeology and regional planning. GIS technicians play a vital role in Development Management and the property value chain as development within in the city is informed by the data they capture and maintain.

**Requirements:** Proven proficiency in GIS software applications (ESRI products) and Microsoft Office. ICT skills, with grounding in the sciences; geography should also feature strongly. Mathematical thinking, analytical skills and attention to detail and accuracy.

Requirements also depend on the professional level of the position:

- GIS technician: relevant three-year tertiary qualification.
- Senior GIS technician: at least five years' relevant experience within a GIS/town planning environment.
- Principal GIS technician: at least eight years relevant experience within a GIS/town planning environment.

**High school subjects:** Mathematics, Natural Science, Life Science, Computers Application Technology (CAT), Information Systems and Geography.

**Tertiary education:** A relevant three-year tertiary qualification: (BSc) Bachelor of Science in Geography or Geoinformatics or national diploma in Geomatics, available through various short-courses and distance-based learning.



## GIS ANALYST

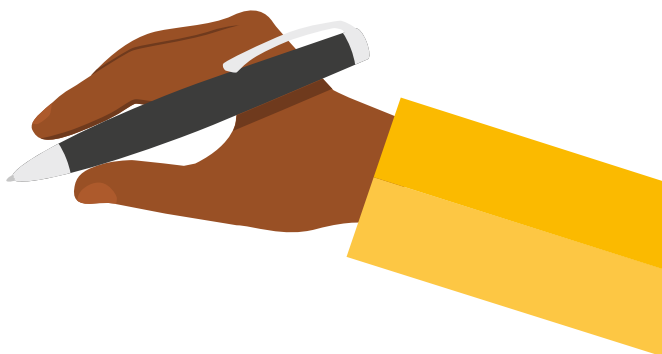
GIS Analysts should apply a substantial body of knowledge associated with the design, research, development, implementation, monitoring, reporting and evaluation of Geo Information Systems and Data to ensure the availability of accurate Geo Information to Development Management and other stakeholders; thereby support effective decision-making.

**Requirements:** ICT skills, with grounding in the sciences; geography should also feature strongly. Mathematical thinking, analytical skills and attention to detail and accuracy. A high level of understanding of the City's Operational, Spatial and Data Management environment and the technical nature of GIS networks and integration systems.

Ability to monitor the maintenance of GIS, an understanding of GIS concepts, systems and processes, at least eight years' experience is required in Geographic Information Systems (ESRI products), GIS management, project management, performance management and systems analysis and integration. Proficiency in Microsoft Office, Microsoft Visio, Microsoft Projects and Microsoft Access is also required.

**High school subjects:** Mathematics, Natural Science, Life Science, Computers Application Technology (CAT), Information Systems and Geography.

**Tertiary education:** A relevant (BTech1) Bachelor of Technology degree with Geography or Geoinformatics as subjects.



FIELD:  
**BUILDING  
DEVELOPMENT  
MANAGEMENT**



Building Development Management ensures that all buildings in Cape Town comply with minimum construction standards and specifications on an approved building plans, in order to ensure a safe and healthy built environment for all. These standards and specifications are laid out in the National Building Regulations and Building Standards Act (Act 103 of 1977).

This career stream has the responsibility of checking, building applications, approving building plans, conducting inspections during construction and ensuring compliance with approved plans.

All building plans are submitted online, meaning that all approved building plans are electronically available and the Building Inspectorate can access them onsite using a tablet. They no longer have to print and transport hard copies of plans, and that observations and issue notices can be made during onsite inspections.



## PLANS EXAMINER

Plans examiners review building plans to ensure compliance with relevant legislation, as such they are required to be knowledgeable in planning and local government legislation, zoning and town planning schemes, as well as the National Building Regulations (NBR) and South African Bureau of Standards (SABS) Codes.

**Requirements:** This position requires excellent attention to detail, spatial sense and understanding, computer literacy, good people skills and a commitment to ethical conduct.

Requirements also depend on the professional level of the position:

- Plans examiner: relevant three-year tertiary qualification.
- Senior plans examiner: a minimum of five years' appropriate experience.
- Principal plans examiner: a minimum of eight years' appropriate experience.

**High school subjects:** Mathematics, Geography, Business Studies and Communication.

**Tertiary education:** Relevant three-year tertiary qualification or national diploma in any Built Environment discipline.



## BUILDING INSPECTOR

The building inspector undertakes site inspections during the building process to ensure that all local and national building codes and regulations are being met in terms of an approved building plan.

A building inspector may also issue a notice against illegal building work, or where regulations are not met. Senior building inspectors hold a supervisory role-performing administrative personnel and legal functions within the inspectorate.

**Requirements:** Knowledge of the National Building Regulation and Building Standards Act, a valid driver's licence is essential for undertaking site inspections, proficiency in MS Office is required for performing administrative duties and good people skills. Building inspectors are required to register as a peace officer (law enforcement officer). Building inspectors should also have a valid code B driving license.

Requirements for this position also depend on the professional level:

- Building inspector: a minimum of three years' building construction experience.
- Senior building inspector: at least five years' relevant experience.
- Principal building inspectors: at least five years' relevant experience with an additional three years' appropriate supervisory experience.

**High school subjects:** Mathematics, Geography, Physical Science and English.

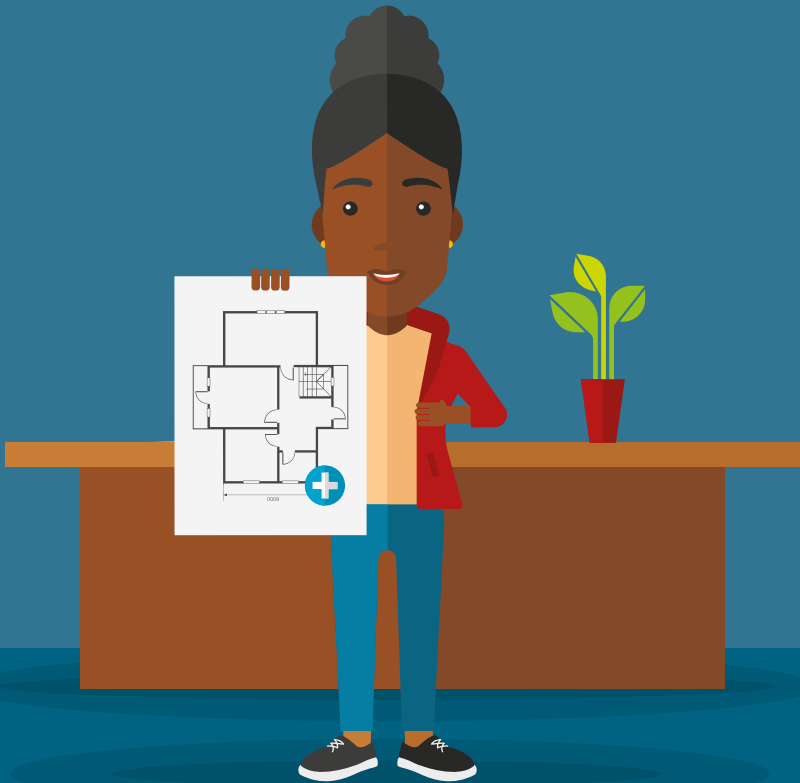
### **Tertiary education:**

Requirements depend on the professional level of the position:

- Building inspector: a National N3 Certificate or National Technical Certificate (NTC3) in a Built Environment discipline.
- Senior principal building inspector: a National Technical Diploma (NTC6) or higher qualification.



# FIELD: LAND USE MANAGEMENT



Land Use Management is responsible for ensuring that all land and property in Cape Town is used according to its permitted land use or zoning rights. The City's Municipal Planning By-law provides the framework against which applications for new or existing developments by property owners and developers are considered. A planning professional works in a dynamic environment and needs to be able to respond to challenges in a professional and equitable manner.



## PROFESSIONAL OFFICER

As a vital part of the planning team, planning professional officers consider applications for new or existing developments by property owners and developers (whether they want to change permitted land use or restrictions) on a property and outline recommendations for approval. In some instances – depending on their level of authority or delegations – planning professional officers act as the decision-maker on an application.

**Requirements:** Proficiency in spatial and plan-reading skills, problem-solving abilities, creative insight and good judgement, computer literacy, good interpersonal skills, strong administrative grasp and attention to detail. Experience in related fields such as economics, sociology and statistics is also recommended as it ensures a multi-disciplinary perspective and knowledge base that is required when formulating appropriate solutions to complex urban and rural problems.

Requirements for this position also depend on the professional level:

- Professional officer: relevant three/four-year tertiary qualification and two years' relevant experience.
- Senior professional officer: five years' relevant experience.
- Principal professional officer: a minimum of six years' relevant experience and a sound working knowledge of planning and local government legislation.

Across all levels, there is a requirement to be eligible for registration as a planner with the South African Council for Planners (SACPLAN).

**High school subjects:** Mathematics, English, Geography, Business Economics, Design, Business Studies and additional languages.

**Tertiary education:** Relevant three/four-year tertiary qualification (degree or national diploma) in Urban and Regional Planning.



## PROPERTY INSPECTOR

A property inspector deals with zoning transgressions and violations in terms of the City's Municipal Planning By-law. The core function of a property inspector is to investigate complaints relating to unauthorised land use by investigating complaints, conducting desktop investigations, conducting site inspections, informing complainants, collecting and presenting evidence and uploading this information on the DAMS system. They also write inspection reports and statements of evidence, compile court dockets and defend the city in terms of zoning contraventions at municipal courts.

**Requirements:** The ability to deal with difficult clients and members of the public is a vital skill as well as the ability to remain calm and collected. A Property Inspector must have good communication skills and the ability to work well under pressure. Extensive knowledge of the Development Management Scheme is important. Property inspectors are required to register as peace officer (law enforcement officer). Additional skills required include computer literacy, report writing, paying attention to detail and the ability to package evidence for case files in the event of potential litigation. Property inspectors should also have a valid code B driving licence.

Requirements depend on the professional level of the position:

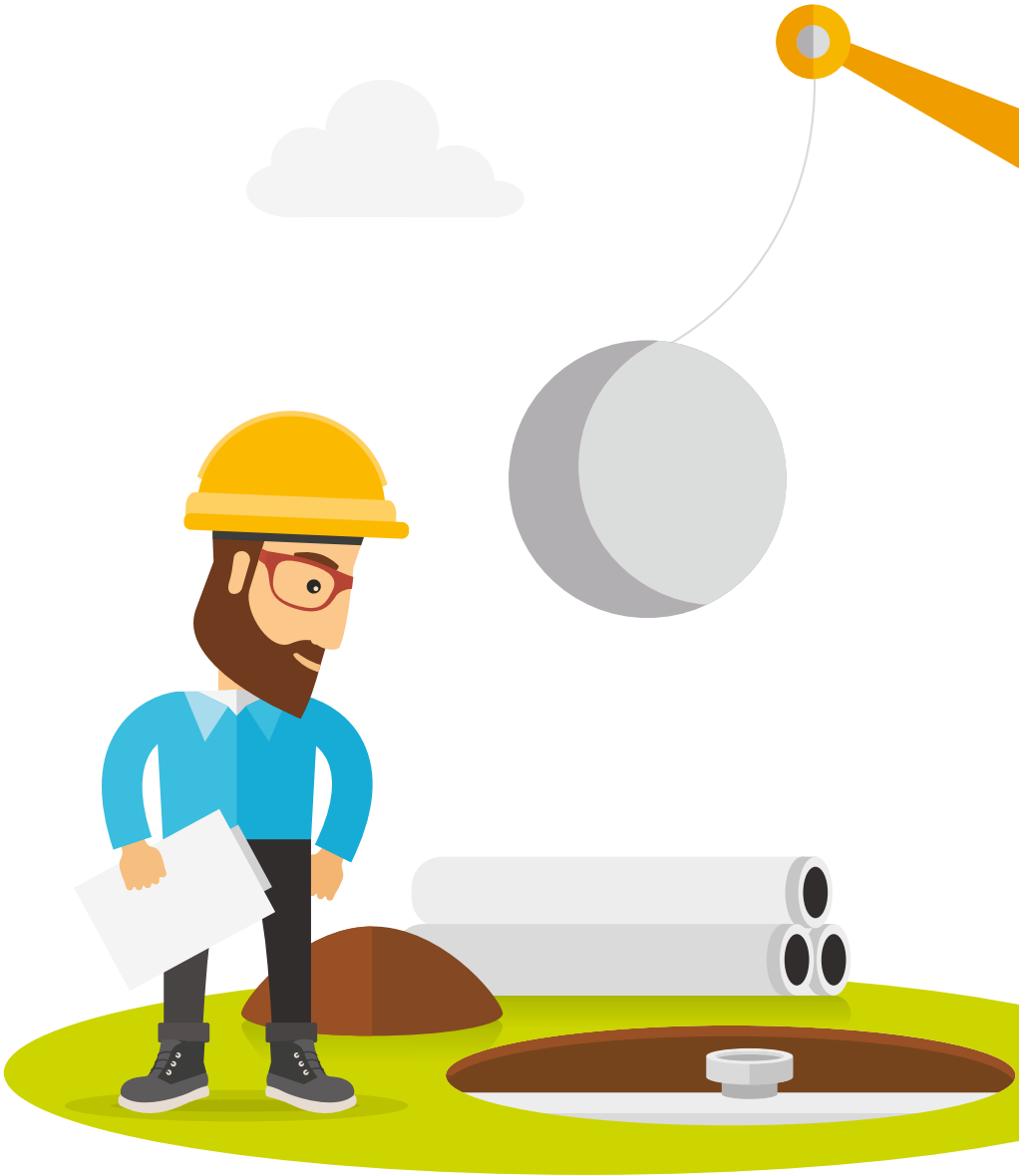
- Senior property inspector: four years' appropriate experience
- Principal property inspector: up to six years' appropriate experience, some of which should be at a supervisory level.

**High school subjects:** Mathematics, Languages, Information Systems, Geography, Science and Psychology.

### **Tertiary education:**

Requirements depend on the professional level of the position:

- Assistant property inspector: grade 12 (Senior Certificate)
- Principal property inspector: a three-year tertiary qualification in the Built Environment or related technical field such as in Town and Regional Planning or Policing, BTech in Forensic Investigation and a degree in law.



# FUTURE THINKING



The City is engaged with other relevant industry role players to ensure that Cape Town remains at the forefront of sustainable development, which is aimed at reducing environmental risks and ecological scarcities. This will have an impact on future development and the way development applications are considered. The Green Building Council of South Africa (GBCSA) provides a course for accredited professionals (APs) that compliments urban planning careers with a focus on sustainable development within the built environment. Look out for other opportunities that can provide you with additional skills in your career.



# CAREER PATH

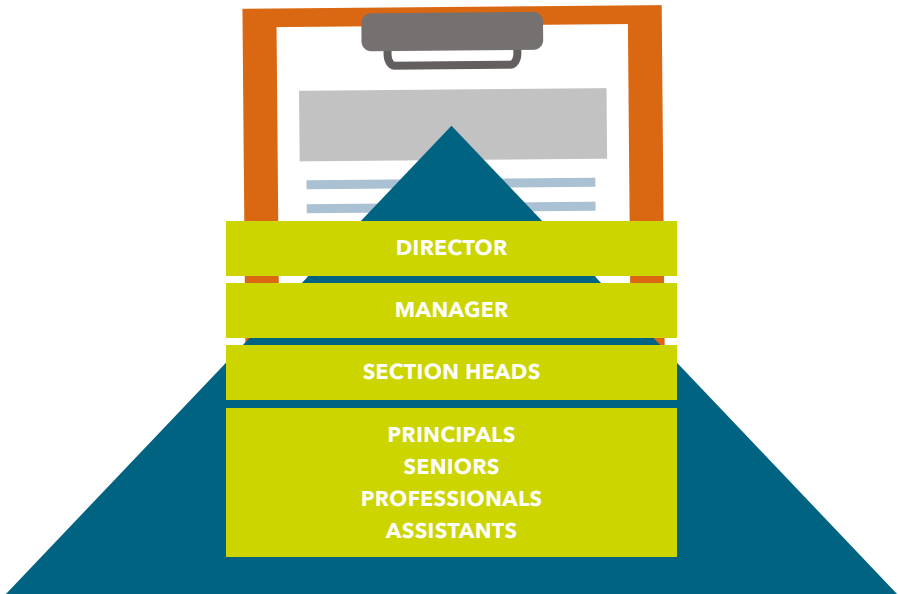


A learner may need to complete a **degree** at a higher education institution or a **certificate/diploma** through a Further Education and Training (FET) College or a Skills Education Training Authority (SETA). Learners need to ensure that they have the **right subjects to meet the minimum entry requirements to study further**.

Interest and ability often go hand in hand, so if you focus on what you are interested in then you will be good at it. This will help you to choose the right subjects, and ultimately, a career that you will enjoy and excel in.

**Career development** is the lifelong process of managing learning, work, leisure and transitions in order to move toward your ideal future. This requires a combination of continuous learning and hard work because it takes time to climb the professional ladder.

An example of a **career path** is that a newly qualified student could start a job as an assistant (a position available in most Development Management streams) and then, with some experience, become a professional, senior or principal in the field. The managerial structure of the department includes section heads within each stream, for example the head of Customer Interface, Building Development Management or Land Use Management. These section heads progress to district and regional managers before (potentially) being promoted to director. Each of these positions require supervisory, managerial and strategic thinking skills appropriate to the position.



In line with the Municipal Systems Act, additional training and skills (with a strong focus on financial management) are needed to become a manager or director. Aside from gaining appropriate qualifications and relevant experience, a mindset of collaboration and problem-solving across disciplines is a key future skill to fast track your career.

**Scarce skills** are those occupations for which employers cannot find or retain appropriately qualified and experienced people (i.e. people with the appropriate occupational competence). These skills can change over time as the market fluctuates. Development Management's current requirements in terms of scarce skills include plans examiners, building inspectors and professionals in the Land Use stream.

Professionals are required to continually update their professional knowledge and skill set. **Continuing Professional Development** (CPD) refers to the process of tracking and documenting a practitioner's professional skills, knowledge and experience - gained both formally and informally through their work experience and beyond initial formal training. This serves as a record of what the registered professional experiences, learns and applies, and demonstrates their ability to work safely, legally and effectively.

Jobs are clustered into occupations based on the similarity of what they do. A **job** can be defined as a set of tasks and duties to be carried out by an employee (e.g. debtors manager or tax practitioner) while an **occupation** can be identified as a set of jobs whose main task and duties are characterised by a high degree of similarity (e.g. general accountant).

The following **industry bodies** can provide additional information:

- Cape Institute for Architecture (CIFA)
- Green Building Council of South Africa (GBCSA)
- South African Council for Planners (SACPLAN)
- South African Council for the Architectural Profession (SACAP)
- South African Institute of Architects (SAIA)
- South African Landscapers Institute (SALI)
- South African Planning Institute (SAPI)



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