



POSITION TITLE: Development Services Administrative Support

DEPARTMENT: Development Services

POSITION HOLDER: Vacant

REPORTS TO: Manager Development Services

TERM OF EMPLOYMENT: Part Time 2 year fixed term

JOB ANALYST: Manager Statutory Services

DATE: June 2019

CLASSIFICATION: Band 5 Victorian Local Authorities Award 2001 and the Buloke Shire Council Enterprise Bargaining Agreement.

POSITION OBJECTIVES:

- To provide efficient and effective administrative support to the Development Services Department, including the Building Surveyor office, Compliance Team Leader and Planning office.

KEY ACCOUNTABILITIES:

- Coordinate and process responses to customers in relation to Planning applications, permits, information requests and other statutory documents, as required by members of the general public.
- Coordinate and process responses to customers in relation to Building applications, permits, certificates, information requests and other statutory documents, as required by members of the general public.
- Coordinate and process responses to customers in relation to Compliance applications, permits, certificates, information requests and other statutory documents, as required by members of the general public.
- Generate and forward responses to customers within set time frames, with guidance from relevant officers as required.
- Update customers with regard to their applications for Building, Planning and Local law permits.
- Preparing correspondence including, but not limited to referrals, reports, spreadsheets, data entry and filing as required and registering with Records as appropriate.
- Ensure all dealings with customers are attended to in a courteous, efficient and timely manner.
- Update and maintain the Lynx data base and compile Planning, Building and Compliance Statistical Reports each month.

- Contribute to the continuous improvement and development of best practise across all Development Services Department process and services
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time

ORGANISATIONAL ENVIRONMENT:

Reports to: Manager Development Services

Supervises: Nil

KEY COMMUNICATIONS:

Internal Liaisons: Buloke Shire Council staff

External Liaisons: Customers and Ratepayers, Community groups, relevant State and Federal Government departments, consultants and contractors

AUTHORITY AND DECISION MAKING:

- Ability to act with limited supervision, with freedom to interpret stated guidelines to achieve clear objectives.
- Exercise judgement in situations which may require referral to other areas and/or more senior staff.
- Authority to organise and utilise resources available to achieve objectives and determine efficient process completion.
- Directly responsible and accountable for the safe use and operations of office equipment to provide information and support to internal and external customers and support to more senior employees.

ORGANISATIONAL RESPONSIBILITIES:

- At all times, behave in a manner consistent with Council's Code of Conduct and human resource policies and guidelines (including Human Rights and Equal Opportunity, Prevention of Bullying and Violence in the Workplace, Harassment Free Workplace).
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and Return to Work policies, procedures, training programs and initiatives.
- Ensure compliance to relevant regulatory or legislative requirements; including but not limited to Information Privacy and Freedom of Information.

ANNUAL PERFORMANCE REVIEW:

Every staff member is required to actively participate in the annual performance review/appraisal process with his or her supervisor.

VARIATIONS TO CONDITIONS OF EMPLOYMENT:

This position description is subject to change from time to time as Buloke Shire Council’s organisation may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

KEY SELECTION CRITERIA:

- Demonstrated experience in office administration at an executive level.
- Previous experience in a multi functional office environment and/or a Local Government environment is highly desirable.
- Intermediate to advanced level of knowledge in the Microsoft Office suite.
- Proven track record in working to agreed timelines and producing high quality output not requiring rework.
- Highly developed written and verbal communication skills.
- Time management and organisational skills.
- Excellent public relations and interpersonal skills.
- Research and analysis skills.
- Ability to work on multiple tasks within set timeframes.
- Ability to think on ones feet without constant supervision.

VERIFICATION:

This section verifies that the Chief Executive Officer has approved the position and the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Approved by:
Anthony Judd
Chief Executive Officer
Date

Agreed by:
Wayne O’Toole
Director Works and Technical Services
Date

Agreed by:
Rodney Hotker
Manager Development Services
Date

Agreed by:
Vacant
Development Services Administrative Support
Date

