

POSITION DESCRIPTION

Administration Officer
(POS1905), (POS1119), (POS1989), (POS1907)

Directorate:	City Economy and Growth	Department:	Development Assessment		
Position Grade:	8	Reports to:	Manager Development Assessment		
Last review:	August 2019	Next review:	August 2021	Version No.:	3.0

Position purpose:

To provide and maintain high quality administrative assistance, support and information to teams within the Development Assessment and Land Development to meet the needs of internal and external stakeholders and contribute to the teams service and efficiency.

Key accountabilities/responsibilities:

Responsible for:

- 1) The provision of high quality administrative support on a consistent and ongoing basis to assist internal stakeholders to meet their objectives. This includes but is not limited to preparing Development Applications, Subdivision Certificate applications, Construction Certificate applications and Section 138 applications for assessment, organising internal and external referrals, generating neighbour notifications, preparing advertising memos, assessment of objections, submissions and finalising Development Applications, subdivision applications, construction certificate applications and section 138 applications.
- 2) The provision of timely, accurate and grammatically correct word processing and data entry of documents and information in accordance with appropriate administrative standards.
- 3) The provision of administrative and record keeping systems and procedures to support the efficient work of Development Assessment and Land Development.
- 4) Ability to manage and organise workflow of competing priorities, levels and volumes of work.
- 5) Meeting the needs of customers (internal and external) to project the image of Council as an efficient, competent and courteous organisation.
- 6) Ensuring internal and external customers expectations are met through prompt, courteous and accurate handling of enquiries.
- 7) Participating in meetings, groups and multi skilling activities.
- 8) Other duties, when identified, supporting the Development Assessment and Land Development environment.

Decisions made in the position:

- 1) This position has no formal delegation of authority.

Decisions referred:

- 1) Refund and budgetary decisions to be referred to the manager.

Key issues/challenges:

- 1) Undertake administrative functions for the teams in an accurate and efficient manner to maintain productivity and delivery of outcomes within specific timeframes to achieve the goals and objectives for the department.

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- 2) Ensure appropriate communication throughout Council and liaise with other departments and organisations in connection with the provision of information relevant to the team and its functions.
- 3) Have knowledge of administrative duties and computer functions throughout the Administration Department to enable multi-skilling and support.
- 4) Help create and maintain an enthusiastic and cohesive team approach.

Key working relationships:

- | | |
|--------------------------------|-------------------------|
| • Management Team | • Planning Department |
| • Customer Experience Officers | • External Stakeholders |

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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Certificate in administration or demonstrated experience in effective and efficient business administration functions

Experience

- Proven ability to prioritise own workloads, whilst balancing competing tasks with a focus on attention to detail
- Demonstrated experience to undertake and complete allocated tasks in a timely, accurate and grammatically correct manner
- Experience in handling complex enquiries and complaints for both internal and external stakeholders
- Demonstrated experience in word processing and the use of office software programs including Word and Excel and data entry
- Experience in working both independently and in a multi-disciplined team environment
- Demonstrated experience in making decisions with regard to administration systems and procedures

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Strong written and verbal communication and customer service skills with a commitment to improve
- An understanding of record management procedures and ability to utilise record management systems
- Conflict resolution skills and problem-solving abilities

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Knowledge of Local Government processes and procedures
- Demonstrated experience in utilising systems such as Pathway, HPE Content Manager/TRIM, GIS
- Ability to understand both internal and external stakeholder needs.
- Develop suitable processes and procedures to ensure customer satisfaction
- Ability to have a creative and positive approach to processes and any reviews that may be undertaken
- Current Class C Driver's Licence

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous