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| <b>Job title:</b> Administration Officer - City Planning and Development  |                                   |
| <b>Classification:</b> Band 4   | <b>Effective Date:</b> April 2023 |
| <b>Reports to:</b> Coordinator City Planning & Development Administration | <b>Tenure:</b> Permanent          |

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

To contribute to the development and achievement of the City Planning and Development Department's goals through the delivery of administrative tasks and customer service. The position will respond to residents, applicants, planning/development employees, and other employee requests for administration assistance with a focus on effective service delivery, respect and commitment to quality.

## Key Responsibilities

### *Position Specific Responsibilities*

Provide accurate information to internal and external enquiries on a range of City Planning and Development service area issues.

Deliver a range of quality planning and development administrative services, with a customer service focus, including but not limited to:

- Customer assistance over the phone, and when required at the front counter.
- Word processing, spreadsheets and preparation of statistics.
- Utilising a computerised Customer Request System.
- Development and maintenance of appropriate database and record retrieval systems.
- Registration of permits, applications, certifications, report & consents, notices/orders and processing of property information requests.
- Preparation & delivery of legislative reports as required.
- Follow-up and respond to routine correspondence as directed by the Administration Coordinator and/or Manager.
- Administrative and clerical support; including processing of accounts, issuing of permits and other relevant planning/development documentation.
- Scheduling and administration of meetings, including preparation of agendas, minutes and actions items arising.

Maintenance of a professional relationship with government departments and agencies, other municipalities, service providers, suppliers, community groups, applicants and residents/customers.

Contribute to and assist in the development of a culture of quality, industry best practice and customer focus /continuous improvement

Review and streamline office support systems (including Pathway), and processes to ensure flexible and responsive service delivery with a client service and industry best practice focus.

Provide timely and accurate information to Co-ordinators and/or Manager when requested.

Preparedness to work in all areas of the City Planning and Development Department as required and as directed by Co-ordinator and/or Manager.

Display behaviours and standards in accordance with the identified behaviours and standards in Council's Enterprise Bargaining Agreement and demonstrate these values through teamwork, professionalism and a commitment to residents/customers.

May be required to attend out of hours meetings.

#### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

### **Accountability and Extent of Authority**

**Budget:** Nil

**Staff responsibility:** Nil

### **Judgement and Decision Making**

The freedom to act is limited by departmental and organisational standards and procedures but with scope to exercise discretion within those. Decisions and actions are subject to review by management. Guidance and advice are always available within the time available to make a choice.

### **Specialist Knowledge and Skills**

*Certificates/Licences and Experience:*

- Satisfactory National Criminal History Check.

*Other Attributes (Desirable)*

- Experience in town planning, building or other relevant discipline would be an advantage.
- Experience with Pathway and HP Record Manager (electronic document management system).
- Working knowledge of regulatory controls in Local Government and a working knowledge of town planning systems and processes would be an advantage.

## Qualifications and Experience

- Substantial successful experience in a relevant fast paced administrative support role is essential.
- Previous experience in the delivery of high quality customer service.
- Successful experience in an administrative role requiring utilisation of a variety of computer packages.

## Technology:

- High-level computer skills, with proficiency in Microsoft Office suite and excellent keyboard skills are essential.

## Interpersonal Skills

- Sound oral and written communication abilities to facilitate gaining co-operation and assistance from clients, members of the public and other employees.
- Support for the achievement of team objectives before individual goals.
- Excellent customer service skills, especially in regard to dealing with telephone enquiries.
- The ability to resolve problems related to the position.
- Ability to communicate clearly at all levels of the organisation and with customers.
- High level organisational and time management skills.
- Must be able to demonstrate a capacity to work successfully in a team environment as well as independently.
- Knowledge of and commitment to the principles of equal employment opportunity and Occupational Health & Safety.
- Sound numeracy skills.

## Key Relationships:

- Liaises and provides advice to employees, residents, customers and applicants on planning and development issues.
- The position is required to liaise and maintain professional relationships with applicants, consultants, government authorities, community groups, private service providers and others.
- The position is within the team managed by the Manager City Planning and Development, however direct reporting and day to day work is carried out under the supervision of the Administration Co-Ordinator.

## Management Skills

- The ability to successfully manage own time and plan and organise own work whilst working in a team environment.
- Ability to prioritise and schedule a range of activities, ensuring targets are met within tight time frames and with minimal supervision.
- Must demonstrate a strong commitment to quality customer service.
- Attention to detail is vital in this role.

## Key Selection Criteria

- Experience in a fast paced administrative support role
- Experience in the delivery of high quality customer service.
- High-level computer skills
- Excellent telephone technique
- Ability to work successfully in a team environment as well as independently.
- Experience in or knowledge of Town Planning and/or Building Regulations and processes (desirable)

## Physical Requirements

| Physical Functional Demand  | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments |
|---|-----------------------------|---|----------|
| <b>Kneeling/Squatting</b><br>Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. |                             | Never/Rarely Performed                            |          |
| <b>Hand/Arm Movement</b><br>Tasks involve use of hand/arms  |                             | Performed Often                                   |          |
| <b>Bending/Twisting</b><br>Tasks involve forward or backward bending or twisting at the waist.                            |                             | Never/Rarely Performed                            |          |
| <b>Standing</b><br>Tasks involve standing in an upright position  |                             | Performed Sometimes                               |          |
| <b>Reaching</b><br>Tasks involve reaching above head, and above and equal to shoulder height                              |                             | Never/Rarely Performed                            |          |
| <b>Walking</b><br>Tasks involve walking on slopes and walking whilst pushing/pulling objects                              |                             | Performed Sometimes                               |          |
| <b>Lifting/Carrying</b><br>Tasks involve raising, lowering and moving objects from one level position to another          |                             | Performed Sometimes                               |          |
| <b>Pushing/Pulling</b><br>Tasks involve pushing/pulling away, from and towards the body                                   |                             | Never/Rarely Performed                            |          |

| Physical Functional Demand  | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | <i>Comments</i> |
|---|-----------------------------|---|-----------------|
| <b>Keyboard Duties</b><br>Tasks involve sitting at workstation and using computer.                    |                             | Performed Often                                   |                 |
| <b>Satisfactory Vision</b><br>Standard of vision required equal to that required for driver's licence |                             | Performed Often                                   |                 |

**Any other relevant comments:**