

Job title: Administration Officer City Planning and Development	
Classification: Band 4	Effective Date: February 2026
Reports to: Coordinator Administration	Tenure: Permanent Part Time

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 administration and customer service tasks. The position will respond to residents, applicants, planning and building staff, and other staff 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 Planning and Building service area issues.

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

- Customer assistance over the phone, and when required at the front counter.
- Utilising various computer programs
- 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/building documentation.
- 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.

Ability to work in all areas of the City Planning and Building Departments as required and as directed by the Administration Coordinator and/or Manager.

Display behaviours and standards in accordance with the identified behaviours and standards in Council's Collective Agreement and demonstrate these values through teamwork, professionalism, and a commitment to excellent services delivery to residents/customers and staff.

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

- The position is accountable to the Administration Coordinator City Planning and Development for carrying out the nominated duties and responsibilities to ensure service delivery are achieved.
- This position will operate within specific guidelines with scope to exercise some discretion. Decisions are subject to review, and guidance is always available.

Judgement and Decision Making

- Work objectives are well defined and within guidelines.
- The position is accountable to the Administration Coordinator City Planning and Development for carrying out the nominated duties and responsibilities in a timely and efficient manner to ensure service delivery are achieved.
- Exercise judgement and problem-solving skills, using procedures and /or applying knowledge required through relevant experience.

Specialist Knowledge and Skills

- Advanced skills in Microsoft Office applications and excellent keyboard skills
- Demonstrated attention to detail to ensure accuracy of record management and other related information.
- Proven skills in high volume service delivery including telephone and over the counter customer service.
- Experience in the maintenance of a large corporate database.
- Proven ability to comprehend and execute relevant organisational policies, procedures, and practices proficiently. The incumbent understands the organisational context.

Qualifications and Experience

- Successful completion of post-secondary education relevant to key responsibilities or an equivalent combination of training and workplace experience.
- Satisfactory National Criminal History Check.
- Working with Children Check.
- On the job experience in clerical administration and customer service.

Interpersonal Skills

- Sound oral and written communication abilities to facilitate gaining co-operation and assistance from internal and external stakeholders, members of the public and other staff.
- Support for the achievement of team objectives before individual goals.
- Excellent customer service skills, especially regarding dealing with telephone enquiries.
- Problem solving skills with the ability to effectively manage complex and sensitive situations related to the position and applying sound judgement and discretion, with assistance of more senior staff.
- Ability to communicate clearly at all levels of the organisation, and the community.
- 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 literacy and 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 City Planning and Development Administration team managed by the Manager City Planning and Development, and the day to day operational requirements of the position are carried out under the supervision of the Administration Co-ordinator City Planning and Development.

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.

- Contributes to the overall performance of the City Planning and Development Administration team, ensuring that objectives and goals are met.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

Other Attributes (Desirable)

- Knowledge of local government operations
- 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 and Building systems and processes would be an advantage.

Notes and comments:

- Short listed candidates may be required to attend a pre-employment medical examination.
- May be required to attend out of hours meetings.

Key Selection Criteria (Essential)

- Experience in a high volume, 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.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, data entry, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position	Option to work in a sit/stand position at an ergonomic desk	Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Rarely	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Sit/stand desk, light weight office equipment	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Opening/closing office doors	Often	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Data entry sitting/standing at a workstation using a computer	Often	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Navigate several computer screens	Often	

Any other relevant comments: