

WHITEHORSE CITY COUNCIL

Position description

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| Job title: Coordinator City Planning & Development Administration | |
| Classification: Band 6 | Effective Date: February 2023 |
| Reports to: Manager City Planning and Development | Tenure: 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

This position is responsible for the leadership of the City Planning and Development Department's Customer Service and Administration Team, ensuring that the service provided and the underpinning systems of work are closely aligned to the achievement of the City Planning and Development Department's goals.

Key Responsibilities

Position Specific Responsibilities

- Lead, and manage a customer-focused, multi-skilled administration and customer service team within the City Planning and Development department.
- Review and evaluate team systems, processes and procedures to maximise productivity and efficiency in the Administration and Customer Service team to meet departmental needs.
- Oversight and management of team workload and ensure Department KPIs are met.
- Work closely with the Planning and Building Continuous Improvement Officer and other Department Coordinators to develop systems, processes, procedures and reports across the department.
- Provide advice within realm of expertise to customers of the City Planning and Development Department.
- Provide development opportunities for the team and assist staff in obtaining information and skills to meet performance objectives.
- Establish and maintain relationships between all areas within the City Planning and Development Department and key stakeholders in the organisation, to collaborate and ensure working relationships are maintained and strengthened. and to ensure all service objectives are met.
- Manage expenditure within budget parameters for staffing and other associated budget items for the Team.
- Undertake financial tasks to support the Department, such as raising and processing purchase orders, refunding fees, invoicing, and reconciling accounts.
- Provide administrative and business service support to the Manager City Planning and Development.
- Undertake performance improvement and ensure change is embedded successfully.
- Organise, schedule and book meetings as required.
- Prepare routine correspondence.
- Train team members, and broader Department members on applicable systems and processes as appropriate.

- Contribute to development and monitoring of Departmental Business Plans, Policies and review processes.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: Nil - however required to monitor expenditure.

Staff responsibility: This position is responsible for the management and supervision of staff in the Administration and Customer Service Team with regular consultation and reporting to the Manager City Planning and Development.

Judgement and Decision Making

- The position has authority to make decisions and exercise judgement in relation to tasks of the Administration team and for the effective daily management of staff.
- The position must fully brief the Manager on issues that have the potential to impact on cost, time schedules and policy outcomes.
- Authority and freedom to act is within operational and cost guidelines, within the constraints of developed procedures and departmental policies.
- The position has a degree of decision-making autonomy and it is expected that sound judgement will be exercised; guidance and advice are usually available.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Satisfactory National Criminal History Check.

Qualifications and Experience

- Tertiary qualification in business management, administration or related field
- Demonstrated experience in staff management and co-ordinating administrative and customer service activities within a busy customer focused department.
- Substantial relevant experience, preferably within a local government setting and/or Planning and Building environment.
- Highly developed skills in administrative practices.
- Well-developed skills to investigate issues and solve problems.
- High level of attention to detail.

Technology:

- High degree of proficiency in the development, use and application of a variety of information technology systems including Pathway, GIS and the Microsoft Office suite of applications (including Word, Excel, Power Point, Outlook).
- Proven ability to provide on the job technology-based training and support to other staff.
- Proven ability to identify and utilise technological solutions to issues to ensure quality service delivery.
- The ability to extract data from systems for the purpose of preparing reports for other government agencies and internal use.

Interpersonal Skills

- Ability to gain cooperation and assistance from a diverse range of people including staff, organisations and members of the public in the pursuit of corporate and departmental goals and objectives.
- Ability to promote the Council vision, direction and goals to staff.
- Excellent customer service skills using both verbal and written communication skills to enable effective communication with all levels of management, employees and external contacts.
- The ability to think creatively to provide potential solutions to problems.
- Ability to remain calm and positive under pressure.

Key Relationships

- The position works closely with the Manager City Planning and Development, Coordinators and staff within the department and liaises with managers and staff at all levels within the Council.
- The incumbent is also required to maintain professional relationships with Councillors, customers, government departments and agencies, other Councils, service providers, suppliers and community groups.

Management Skills

- Excellent leadership skills and the ability to balance the daily management of staff with managing own workload.
- Ability to effectively contribute to the City Planning and Development leadership team.
- Excellent time management, priority setting and ability to plan and organise own work and that of other employees.
- An understanding of the principles behind corporate HR and OHS policies and the ability to implement in the workplace.
- Ability to provide on the job training and development to staff.

Key Selection Criteria

1. Demonstrated experience in leading and managing a high volume, multi-skilled customer service/administrative support team, preferably within a local government setting and/or Planning/Building environment.
2. Excellent customer service ability using both verbal and written communication skills to enable effective communication with all levels of management, employees and external contacts.
3. Ability to work with and gain cooperation/assistance from a diverse range of people including staff, organisations and members of the public in the pursuit of organisational and departmental goals and objectives.
4. High level of innovation and problem-solving techniques.
5. High degree of proficiency in the development, use and application of a variety of information technology systems such as Pathway, GIS and the Microsoft Office suite of applications (including Word, Excel, Power Point, Outlook); including the ability to impart this knowledge and skills to other staff.

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 | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, printer etc) | Often | |
| Bending/Twisting Tasks involve forward or backward bending or twisting at the waist. | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, printer etc) | Often | |
| Standing Tasks involve standing in an upright position | | Sometimes | |
| Reaching Tasks involve reaching above head, and above and equal to shoulder height | | Sometimes | |
| Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects | | Sometimes | |
| Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another | | Sometimes | |

| Physical Functional Demand | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments |
|---|---|---|----------|
| Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body | | Sometimes | |
| Keyboard Duties Tasks involve sitting at workstation and using computer. | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, printer etc) | Often | |
| Satisfactory Vision Standard of vision required equal to that required for driver's licence | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, printer etc) | Often | |

Any other relevant comments:

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