



POSITION DESCRIPTION

Position Title	Support Officer - Development Services
Position Code	
Business Unit	Building Planning and Compliance
Work Group	Development Services
Position Classification	Band 4
Effective Date	December 2020 (Permanent Full time)

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

The position is to perform duties for Council's role in supporting the community and so may include objective and responsibilities such as the following:

1. Position Objectives

- 1.1. To provide efficient, effective and accurate administrative support to the Development Services Directorate.

2. Working Relationships

Reports to	Manager Building, Planning and Compliance
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3. Key Responsibilities

- 3.1. Provide a high level of administrative assistance and support to the Manager Building, Planning & Compliance and other teams within Development Services as required.
- 3.2. General administrative duties such as word processing, file management, calendar management, arranging meetings, managing incoming correspondence both verbal and written, and general organisation tasks and documentation.
- 3.3. Co-ordinating the continual updating and maintenance of information on Council's website.
- 3.4. Co-ordinating the ordering and supply of materials and goods as may be required.
- 3.5. Answer phone calls, provide information (both verbally and in written form) and routine advice to customers within guidelines and direct to an appropriate officer if the enquiry is more complex.
- 3.6. Maintain files, databases, records and directories as required. Assist in the continued development of all technologies and applicable software applications.
- 3.7. Prepare and collate regular reports in conjunction with the relevant staff including monthly Council and Forum meeting reports and key performance indicators.
- 3.8. Prepare correspondence and documentation as required.
- 3.9. Contribute to continuous improvements to service delivery through identifying and implementing appropriate improvement initiatives within the Development Services Directorate.
- 3.10. Undertake specific and specialist administrative task for the Planning, Building and Compliance Units.

4. Core Physical Requirements

- 4.1. Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.
- 4.2. Capacity to, on occasion, lift items unspecified in weight within individual limits.
- 4.3. Capacity to drive a motor vehicle.

5. Accountability and Extent of Authority

- 5.1. Responsible for the provision of efficient, effective and accurate administrative support to the Manager Building, Planning and Compliance and the Development Services Directorate.
- 5.2. Responsible for the provision of administrative support and co-ordination of administration related to all statutory functions of the Development Services Directorate within required timelines.
- 5.3. Accountable to the Manager Building, Planning and Compliance and the relevant unit Coordinator for the efficient and effective performance of this position.
- 5.4. Accountable for, and the authority to provide, accurate and effective information in accordance with all relevant legislative requirements and Council's policies and procedures as they relate to the Development Services Directorate.
- 5.5. Accountable for maintaining confidentiality with regard to the tasks performed and the sensitive information the incumbent may be privy to.

6. Judgement and Decision Making

- 6.1. Assess and deal with all matters subject to the position, under delegated authority, governed by the goals and policies of the Council.
- 6.2. Carry out duties and provide information within specific guidelines with scope to exercise discretion in application of established standards and procedures.
- 6.3. Work procedures are usually limited by standards encompassed by the nature of work assigned.
- 6.4. Guidance and advice always available within the organisation within the time available to make a decision.

7. Knowledge and Skills

7.1. Specialist Skills and Knowledge

- 7.1.1. Ability to provide accurate information to customers in the Victorian local government context.
- 7.1.2. Demonstrated proficiency in the operation of office and screen-based equipment, particularly Microsoft Office suite, including Office 365, Outlook, Word, Excel, PowerPoint, Publisher and database management, and Geographic Information Systems.
- 7.1.3. Understanding of the business and political environment relevant to the Development Services Directorate and the functions of a Council.
- 7.1.4. Literacy and numerical skills of a high level.
- 7.1.5. Ability to understand and apply relevant policies, procedures, regulation and precedents.

7.2. Management Skills

- 7.2.1. Demonstrated time management skills in managing competing pressures, diverse workloads and meeting work targets within time constraints and deadlines, within resources available.

7.3. Interpersonal Skills

- 7.3.1. Demonstrated ability to assist, support and work effectively one on one with colleagues and within a dynamic team environment. Willingness to contribute to continuous improvement of service delivery and quality outcomes for the betterment of the community.
- 7.3.2. High level customer service skills and the ability to confidently handle conflict and maintain a courteous disposition and friendly demeanour in high pressure situations and to advocate on behalf of Council.
- 7.3.3. Ability to communicate effectively with all customers, the community, and all levels of Council staff and senior management.
- 7.3.4. Demonstrated communication skills, both verbal and written.

8. Qualifications and Experience

- 8.1. Certificate III in Business Administration or equivalent and / or relevant practical experience.
- 8.2. Relevant administration and customer service experience, preferably within Victorian local government.
- 8.3. Experience in the operation of office and screen-based equipment, particularly Microsoft Office suite, including Office 365, Outlook, Word, Excel, Access, PowerPoint, Publisher, and database management, Geographic Information Systems and Lotus Notes.

9. Key Selection Criteria

- 9.1. Certificate III in Business Administration or equivalent and / or relevant practical administration and customer service experience.
- 9.2. A current driver's licence.
- 9.3. Well developed interpersonal skills. This includes the ability to confidently handle conflict and to communicate effectively and consistently with a variety of customers.
- 9.4. A desire to take on new challenges and an interest to learn and develop a thorough understanding of the various services provided by the Development Services Directorate.
- 9.5. The ability to manage a diverse workload with competing pressures.
- 9.6. Motivation, enthusiasm and experience to work autonomously and as a part of a team.
- 9.7. Proficiency in the operation of office and screen-based equipment, particularly Microsoft Office suite, including Office 365, Outlook, Word, Excel, Access, PowerPoint, Publisher, and database management, Geographic Information Systems and Lotus Notes.

- 9.8. A desire to achieve continuous improvement of service delivery and quality outcomes for the betterment of the community.

Authorised by: Director – Development Services

Signature:

Date:

Employee's Signature:

Date:
