



Position Description

Administration Support Officer – Compliance

Position:	Administration Support Officer – Compliance
Band:	4
Position Number:	10045
Business Unit:	Community Compliance
Directorate:	Planning and Development

Name of Occupant	Vacant
Date Approved	19 March 2018
Approved By	Chief Information Officer

Position Objective

To deliver exceptional customer service, provide administrative support, and assist with various workplace projects in line with the units agreed Business Excellence values and behaviours.

Key Responsibility Areas

The following are the key responsibility areas for the position:

1. Administrative Duties

- Undertake administrative duties in an efficient, effective, and confidential manner and avoid the disclosure of sensitive and confidential information and ensure that such information is only released with appropriate approval from management
- Completing general correspondence, responding to requests for information, data entry, photocopying, scanning of documents and filing
- To provide exceptional customer service to internal and external customers. This will involve attending to customer enquiries over the phone and in person
- Development of documents for workshops, meetings, newsletters, and other forms of promotion including online as directed

- Ensure that an adequate supply of public forms and information is maintained and available
- Ensure accurate filing and maintaining of data into the corporate information systems
- Provide assistance and advice to other council departments
- To assist with administrative tasks in the Planning and Economic Development Administrative Team as directed
- Participate in the review of administration procedures and implement new ideas with consultation
- To ensure that all work undertaken by the position is carried out in a healthy and safe manner and that any unsafe aspects of the workplace are immediately rectified and/or reported to your supervisor when appropriate
- Prepare and distribute internal and external correspondence as required
- Maintain general business records such as meeting agendas and minutes, relevant documentation, and correspondence in accordance with Councils information management policies
- Provide filing and research assistance as required
- Assist with the maintenance and administration of Councils systems, in accordance with incumbents' relevant skills and experience
- Coordinate stationery and catering orders and the processing of invoices

2. Customer Service

- Perform all duties required of the position in a manner that provides efficient, effective and quality services and which leads to the sustained improvement in productivity of the unit and the Council
- Provide exceptional customer service to internal and external customers. This will involve attending to customer enquiries or complaints over the phone and in person
- Ensure that queries or complaints are followed up in accordance with Council's Customer Service Charter

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Reports to:	Compliance Coordinator
Supervises:	Nil
Internal Liaisons:	All Staff
External Liaisons:	Customers, Residents, general members of the public, consultants, authorities.

Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

- Optimistic** – about our organisation's future and our ability to deliver quality services and projects to benefit our community.
- Pragmatic** – by resolving issues and making the best possible use of our time, effort and resources.
- Respectful** – of ourselves, our Council and of the diverse views and perspectives of our community.
- Supportive** – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.
- Authentic** – by undertaking our work in an open, honest and transparent manner.

Commitment to Safety

Baw Baw Shire Council has made a commitment to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

Qualifications and Experience

The qualifications and experience required for the position include:

- A minimum Certificate III in Business (Administration) or equivalent.
- Experience in an office environment is essential.
- Experience in Local Government in an administrative field with Local Laws, Town Planning, Building or Health would be advantageous.

Key Selection Criteria

- Qualification or equivalent experience as outlined above.
- Proven customer service skills which are exceptional.

- Ability to communicate effectively with a wide range of people.
- Ability to prioritise workload within a busy environment and conflicting priorities and the ability to work effectively in a team environment.
- Well developed computer skills in particular with Microsoft Word and Excel.
- Ability to accurately research and compile data and communications.
- Attention to detail and accurate work output.

Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Prioritising and completing statutory requirements within legislative timeframes.
- The position is required to provide a wide range of information to members of the public and other departments of Council.
- The position is accountable for the accuracy and quality of information provided to customers and other departments.
- The information provided must be in accordance with Council's operating procedures, policies and guidelines.
- Maintaining and improving specified standards of work within the scope of its responsibilities.
- Provide information to customers within the guidelines of the organisation.

Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- The position must adhere to relevant policies, procedures and guidelines determined for the operation of Council's services and facilities with advice and guidance always available, if required, from the Planning & Economic Development Divisions Management Team.
- The incumbent is expected to be able to find solutions to problems relating to administrative process without recourse to more senior staff.

- The position should seek additional guidance and advice from other members of Council staff should issues arise in respect to matters that are outside the determined guidelines and procedures.

Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- An understanding of Council's policies, regulations and procedures associated with the Planning & Economic Development Directorate and other Council services, as required, in order to answer enquiries and perform work on behalf of other Planning & Economic Development Service Units.
- A basic understanding of relevant Acts/Regulations as they apply to the Planning & Economic Development Directorate.
- Intermediate skills in Microsoft Office.
- Basic knowledge and experience in quality assurance.

Management Skills

The required management skills include:

- The incumbent must manage one's time, setting priorities, planning and organising one's work together with contributing to the priorities determined for the team.
- Ability to achieve objectives within restrictive time constraints.
- An ability to quickly learn and understand the long term unit goals and understanding of how the role supports the wider organisational goals.
- Demonstrated ability to contribute to team meetings and to team outcomes.

Interpersonal Skills

Interpersonal skills include:-

- Well developed oral and written communication skills and a strong team focus.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.

- Excellent skills in customer service with an ability to portray a professional corporate image.
 - Demonstrated ability to effectively deal with difficult customers.
 - Ability to effectively gain the co-operation and assistance of others.
-

ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date