

## POSITION DESCRIPTION

POSITION DETAILS			
<b>Position Title:</b>	Senior Business Support Officer - Planning and Environment		
<b>Position Number:</b>	4212	<b>Standard Position Hours:</b>	35 Hours
<b>Directorate:</b>	Planning and Environment	<b>Unit:</b>	Business Support and Customer Relations
<b>Salary Grade:</b>	5	<b>Award Band and Level:</b>	Band 2 Level 2
<b>Position Reports to:</b>	Business Support Team Leader – Planning and Environment		
<b>Staff Management:</b>	Nil		
<b>Budget Responsibility:</b>	Nil		
<b>Date Created:</b>	April 2021	<b>Date Last Reviewed:</b>	
<b>Version:</b>	1	<b>Document Number:</b>	DOC2020/120021

### ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 400 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

### ORGANISATIONAL CONTEXT OF POSITION

The Planning and Environment directorate manages services associated with the following functions within Cessnock City Council;

- Development Services
- Compliance Services
- Business Support and Customer Relations
- Strategic Planning

The Business Support and Customer Relations unit is responsible for all business support for the Planning and Environment directorate and the Customer Service for the organisation.

### WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

## PRIMARY OBJECTIVE

The primary objective of this position is to provide advanced support for development assessment in relation to the planning, delivery and management of outcomes.

This position provides high quality service to members of the community and stakeholders, while also supporting Development Services and Competitive Building teams, working closely with Planners and Building Surveyors during the assessment of development applications and post consent certificates.

## KEY ACCOUNTABILITIES

1. Provide efficient, courteous and high quality frontline customer service in a positive and professional manner.
2. Calculate fee estimates, receive and process payments in relation to Council services in accordance with relevant accounting standards and Council's cash handling policies and procedures.
3. Provide high quality technical support to Planning and Environment in relation to development assessment.
  - Development assessment administrative tasks
  - Data validation
  - Refund administration
  - Customer requests
  - Maintain development assessment conditions review
  - Statutory reporting, monthly, quarterly, annually
  - Champion NSW Planning Portal
4. Review plans, consultant reports and other documentation to ensure applications are development assessment ready when lodged with Council.
5. Maintain Authority relating to applications and registers (workflows, checklists, action codes and template parameters and integration).
6. Liaise with government agencies in relation to third party systems and reporting.
7. Develop and modify operational methods and specific operational policies, protocols and procedures.
8. Assist and provide guidance to technical officers through operating procedures and to appropriate sources of information.
9. Identify opportunities and initiatives for process and system improvement.
10. Assist and champion the introduction, data testing and implementation of new systems within the business unit.
11. Research and analyse information and data associated with statutory and ad-hoc reporting, customer requests, development applications and post consent certificates relevant to internal and external stakeholders.
12. Provide relief and support to the Planning Assistant (Development Service and Strategic) and the Business Support Team Leader.
13. Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

## POSITION SELECTION CRITERIA

### Essential

1. Certificate IV in Business Administration, or other equivalent qualification.
2. Demonstrated extensive experience (minimum 5 year) in a fast pace administrative environment, and contemporary knowledge of administration functions.
3. Demonstrated well developed written and verbal communications skills, including the ability to draft high level correspondence, and documents to high standards of accuracy and completeness, and ability to communicate, negotiate and liaise with a wide range of internal and external stakeholders
4. Demonstrated commitment and ability to provide outstanding customer service to a wide range of internal and external customers..
5. Demonstrated highly developed negotiation and conflict resolution skills.
6. Demonstrated solid experience in the use of Microsoft Office, Corporate IT systems, Customer Request Systems and Records Management Systems including experience in the use of geographic information or land mapping systems.
7. Demonstrated research and analytical skills, coupled with a strong ability to apply advanced knowledge using problem solving skills to provide solutions and support to technical officers.
8. Demonstrated ability to work both independently and within a multi-disciplinary team, fostering an environment based on teamwork and cooperation.
9. Demonstrated high level ability to prioritise workload, meet deadlines and to accept challenges and succeed in a high volume, rapidly changing environment.
10. Demonstrated high level understanding and ability to monitor and manage transactions relating to budget income and expenditure for financial reporting.

### Highly Desirable

1. Demonstrated experience in a development, certification or property industry.
2. Demonstrated ability to interpret legislation and policy for application in Local Government.
3. Current Class C NSW Drivers Licence.

## SIGNATURE

### Employee

Full Name:

Signature:

Date: