

Role Description

Development Administration Officer (Water and Sewer)



Title	Development Administration Officer (Water and Sewer)
Classification/Grade/Band	Band 2 Level 1
Group/Unit/Section	Water and Sewer/Water Planning and Development/ Assets and Planning
Reports to	Senior Development Engineer

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Development Administration Officer (Water and Sewer) is responsible for providing efficient coordination and processing of all Water Assessment related matters and to ensure relevant statutory requirements are met.

The position of Development Administration Officer (Water and Sewer) is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Maintenance of council's corporate systems to ensure all development assessment procedures and other related functions are accurately processed in accordance with relevant statutory and legislative requirements;



- Preparation of letters, certificates and other relevant documentation to assist the efficient operation of the Water Assessments Team;
- Triage phone calls and resolve enquiries or delegate to relevant team members;
- Assist Technical Officers in the triage of Water Management Act Applications and provision of advice to applicants;
- Provide advice to applicants on Developer Charges and maintain databases to manage Developer Charges payments;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Development Administration Officer (Water and Sewer) influences the external environment by meeting basic standards of service;
- The Development Administration Officer (Water and Sewer) is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;



- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.



Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Certificate IV qualification in Business Administration or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;

EXPERIENCE

- Proven experience in Local Government and sound knowledge of relevant legislative requirements.
- Extensive experience in data entry, electronic records management and computer based systems.
- Proven ability to demonstrate effective time management skills with the ability to independently assess and prioritise issues as they arise.
- Demonstrated conflict resolution skills.
- Proven ability to communicate effectively, both written and oral with the ability to communicate at all levels.

Key Relationships

Internal	External
Section Managers/ Team Leaders	Community
Council employees	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	Community Organisations – service clubs etc.

