

## Position Description

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| <b>Position Title:</b>        | Business Support Officer                          |
| <b>Directorate:</b>           | Governance                                        |
| <b>Service Unit:</b>          | Regulatory, Planning & Assessment                 |
| <b>Salary Point:</b>          | SP 7                                              |
| <b>Position Reports To:</b>   | Business and Customer Improvement Section Manager |
| <b>Staff Management:</b>      | Nil                                               |
| <b>Budget Responsibility:</b> | Nil                                               |
| <b>Date PD Reviewed:</b>      | July 2019                                         |

### Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km<sup>2</sup>. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses five groups who lead the vision to be a Smart Sustainable City through a Smart Organisation that puts people first.

These include:

- Governance
- Strategy and Engagement
- City Wide Services
- Infrastructure and Property
- People & Culture

The purpose of the Governance Directorate is to provide legal compliance and advice to inform evidence-based decision making throughout and across CN including:

- Legal compliance, good governance and ethical decision making
- The Directorate is primarily internal facing to effect regulatory and compliance advice across and on behalf of CN through internal services to all service units.
- The Directorate will also have direct community contact through the Regulatory, Planning & Assessment functions and customer/Councillor requests for information and advice.
- The direct customer is CN through good governance across the organisation however, service provision must also be maintained to relevant external agencies.
- Ensure cross functional working relationships, connections and collaboration to achieve 'whole of organisation' objectives.

The Service Units and Elements that form the Governance Directorate are:

- Finance
- Legal
- Regulatory, Planning & Assessment
- Transport, Traffic and Compliance

The purpose of the Regulatory, Planning & Assessment (RPA) Service Unit is to ensure compliance to legislative requirements and provide advice to inform evidence-based decision making throughout and across CN.

| Workplace Health & Safety                                                                                                                                                                                                                                                                                                                                                                         |         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| WHS RAA Level                                                                                                                                                                                                                                                                                                                                                                                     | Level 6 |
| For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities. |         |

## Overview

The RPA Service Unit has significant direct community and stakeholder engagement through land use planning, development assessment and regulatory functions.

This position in RPA Service Unit within CN, with the focus on enhancing customer experience and creating organisation value from the relationships we have with our customers while enhancing business operations.

This role will lead a high-quality administrative service to support the RPA service unit.

## Position Responsibilities

Within the area of responsibility, this role is required to:

- Assist the Regulatory, Planning and Assessment Service Unit to implement its goals and objectives in an efficient, effective and customer responsive manner.
- Provide high level administrative, secretarial and corporate systems support through the Business and Customer Improvement Section Manager to the Regulatory, Planning and Assessment Service Unit.
- Prepare and manage day to day correspondence, emails, service requests and telephone enquiries in relation to the assessment of *development applications, planning proposals, building certificates, outstanding notices and orders and progress inspections*.
- Schedule meetings prepare agendas and briefing notes and provide accurate and concise minutes of meetings.
- Manage a stream of competing tasks and priorities in order to meet agreed service deadlines.
- Maintain a high level of computerised skills and provide user support to Regulatory, Planning and Assessment staff in the use of corporate applications, i.e. Tech One suite of software programs, ECM, One Map, Sims and Bluebeam
- Provide administrative support to the Duty Officer by way of answering overflow enquiries and entry of these enquiries into the customer enquiry register.
- Maintain high levels of confidentiality at all times.
- Courteously and efficiently promote the Regulatory, Planning and Assessment Service Unit as a professional provider of high-quality information and services to the community.
- Promote the image of the Regulatory, Planning and Assessment Service Unit as a professional provider of high-quality information and services to both internal and external customers.
- Contribute to the development and implementation of service improvement initiatives.
- Participate in organisational change strategies, service delivery and policy reform.
- Any other accountabilities or duties as directed by the Business and Customer Improvement Section Manager which are within the employee's skill, competence and training.

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## Position Selection Criteria

### Essential

- Relevant qualifications in the provision of administrative support or equivalent relevant experience.
- Good understanding of planning, development, construction and regulatory processes, including a working knowledge of relevant NSW legislative and policy requirements for Local Government.
- Highly developed computer literacy including Microsoft Office computing skills and the use of electronic document management systems and corporate applications.
- Proven ability to provide a high level of customer service to internal / external customers.
- Highly developed oral and written communication skills.
- Ability to prioritise and manage multiple tasks to meet deadlines.
- Ability to work as a member of a team, and to contribute to team effectiveness and development.
- Willingness to participate in organisational change strategies, service delivery and policy reform.
- Well-developed analytical and problem-solving skills.
- Ability to organise meetings including preparation of agendas and take minutes where required.
- Demonstrated ability to work cooperatively in a team within a multi-disciplined environment and when required

### Desirable

- Experience in the delivery of E-services at Local or/or State Government level.
- Proficiency in the use of corporate applications and data entry (ECM).