

POSITION DETAILS

Position Title:	Planning Portal Coordinator	Position Grade:	6/8
Department/ Directorate:	Business Improvement and Customer Relations / City Planning & Environment	Position Status / Hours per Week:	Temporary 12 months - 35 Hours per week

PRIMARY PURPOSE OF THE POSITION

The objective of the position is to provide proactive administrative support for the new digital services provided through the NSW Planning Portal, the new clearing house meetings, database maintenance, answering customer enquiries, invoicing and other document production, and maintenance of records and files.

The key tasks of the position include:

- Providing administrative support to the Manager Business Improvement & Customer Relations together with the Senior Coordinator Building & Development Advisory Service for the operation of the new digital services provided through the NSW Planning Portal together with new associated tasks and workflows.
- Providing administrative support to staff members in the Department for the new clearing house meeting process.
- Updating and maintenance of databases.
- Maintenance of records and files
- Answering telephone, email and letter enquiries.
- Filing of documentation and records.
- Organisation of meetings including booking
- Accurate Minute taking.
- Processing and tracking of requisitions and invoices.
- Attendance and participation in Department meetings.
- Undertake other administrative duties, tasks and projects as required.

The position also requires:

- The provision of a high standard of customer service in relation to dealing with members of the public & other staff
- That customer service enquiries are responded to in an effective and timely manner
- A timely response to customer service requests and complaints using Council's customer service tracking

SELECTION CRITERIA

Education / Qualification

- Higher School Certificate, appropriate TAFE or similar qualification

Experience/Specific skills

- Excellent word processing / computer skills

- Ability to work with limited supervision
- Experience with TechOne, Content Manager, and/or Merit software
- Data entry experience
- Records management experience
- Customer Service Experience

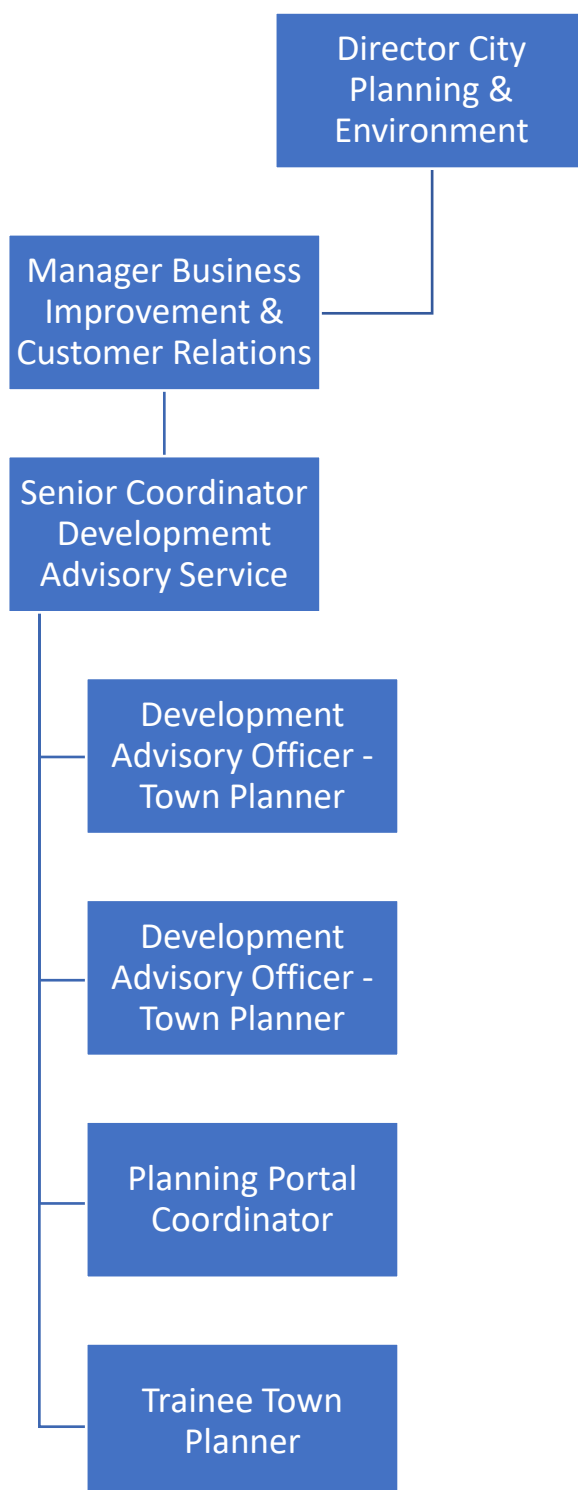
Personal Attributes

- Ability to show initiative to achieve favourable outcomes
- The ability to work in a team environment & to handle a high workload in an efficient and professional manner
- Good understanding of development, building certification.
- Willingness to learn new skills and participate in business improvement
- Covid-19 vaccinated

Desirable Qualifications, Experience and/or Skills

- Ability to understand and interpret legislation
- Previous experience in Local Government operations in particular development and planning matters

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the City Planning and Environment Directorate

- Business Improvement and Customer Relations

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;

- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	