

POSITION DETAILS

Position Title:	NSW Planning Portal Coordinator	Position Grade:	8
Department/ Directorate:	Business Improvement and Customer Relations / City Development	Position Status / Hours per Week:	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 employees within the Department for the new clearing house meeting process
- Updating and maintaining databases
- Ensuring files, documents and records are maintained and processed correctly
- Answering telephone, email and letter enquiries in a timely and professional manner
- Organisation of meetings and accurate minute taking
- Processing and tracking of requisitions and invoices in our TechOne platform
- 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
- Data entry experience

- Records management experience
- Customer Service Experience

Personal Attributes

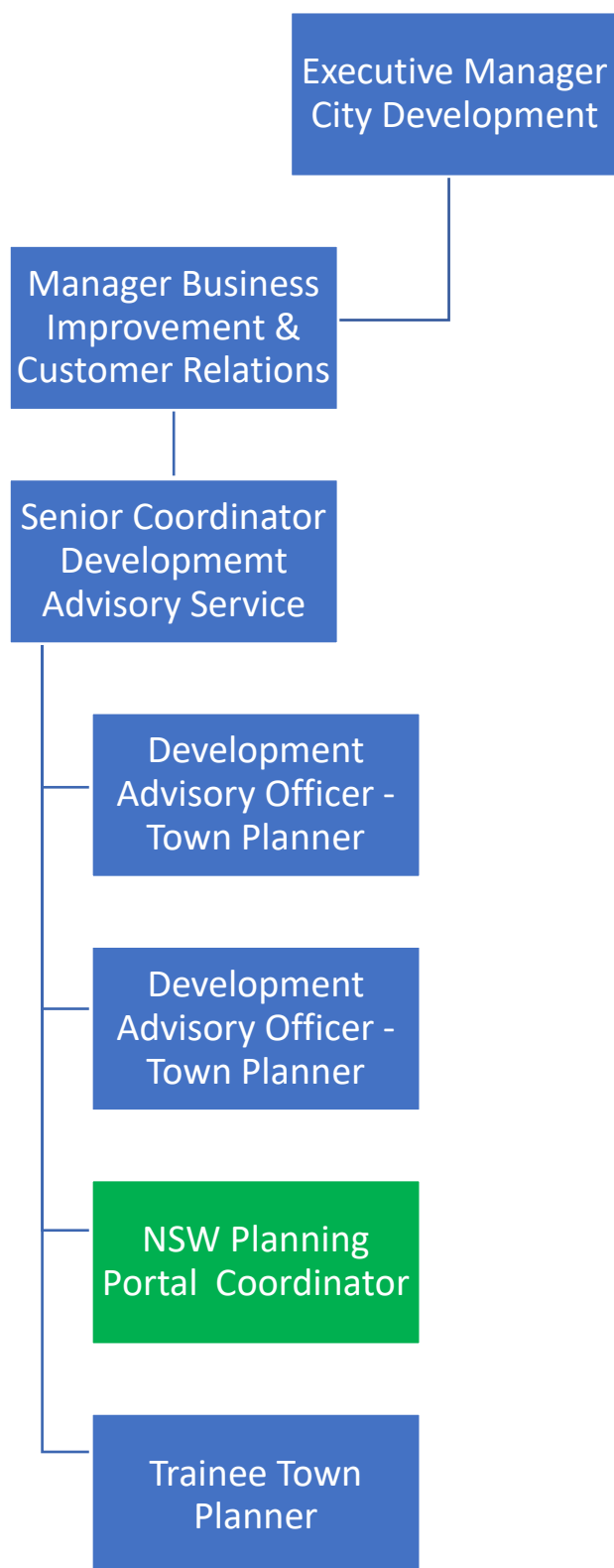
- Ability to show initiative to achieve favourable outcomes
- The ability to work in a team environment & to handle a high workload in an efficient and professional manner
- Highly organised with an ability to multitask whilst maintaining attention to detail
- Great verbal and written communication skills
- Good understanding of development, building certification.
- Willingness to learn new skills and participate in business improvement

Desirable Qualifications, Experience and/or Skills

- Ability to understand and interpret legislation
- Previous experience in Local Government operations in particular development and planning matters
- Experience with TechOne, Content Manager, and/or Merit software

Please note: In line with Council's COVID Safe Workplace Policy & Procedure all staff are required to be vaccinated against COVID-19.

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 Development Department

- Development Advisory Service

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:

Health & Safety

We take personal responsibility for our own health, wellbeing and safety. As well as the health, wellbeing and safety of our colleagues and customers.

Excellence

We do the best we can for our customers and embrace innovation in the way we work.

Accountability

We are honest, transparent and act in the best interest of Council and the community.

Respect

We listen, seek to understand, and celebrate the diversity of the people within our organisation and the community.

Teamwork

We work within both our own teams and other teams to successfully achieve council's goals.

Employee's Name	
Employee's Signature:	
Date:	