

# Position description

## Water Planning & Assets Business Facilitation Officer

Division:	<b>Infrastructure &amp; Engineering Services</b>
Department:	<b>Water Planning &amp; Assets</b>
Reports to:	<b>Manager Water Planning &amp; Assets</b>
Number of direct reports:	<b>0</b>
Location:	<b>Yalawanyi Ganya, Taree</b>
Grade:	<b>7</b>
Employment status:	<b>Permanent Full Time or Part Time</b>
Hours of work:	<b>30 to 35</b>
Date approved:	<b>March 2024</b>

### Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

### Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

<b>Wellbeing</b>	We value safety, security, health and happiness
<b>Integrity</b>	We are open, honest, accountable and take pride in all we do
<b>Sustainability</b>	We use efficiencies, innovation and cooperation to achieve sustainable results
<b>Respect</b>	We work together respectfully ensuring inclusion, equality and open communication

### Position Overview

This position sits within the Water Planning & Assets department of the Infrastructure and Engineering Services Division and is responsible for providing high quality support using prescribed standards and current technology to the department to meet both internal and external customer needs and statutory requirements.

The position works closely with customers and other council departments to support organisational outcomes.

## Key Accountabilities & Duties

- Provide professional administrative, office management and technical assistant support for the Water Planning & Assets department.
- Manage the Customer Request System to ensure all internal/external customers are provided with superior customer service from the Water Planning & Assets department.
- Assist with project management of the Backflow Prevention and Inflow & Infiltration Reduction programs.
- Assist with development of newsletters and project updates.
- Assist in the collation of information in relation to department budget and quarterly reviews.
- Provide a high level of customer service to the community, internal customers, and other stakeholders.
- Process routine financial transactions and purchase orders, following approval process.
- Draft and sign correspondence, prepare reports and agendas, and record meeting minutes as required.
- Assist other Business Facilitation Officers and Administration Officers within the division as required.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Demonstrate commitment to identifying and following MidCoast Council's values, policies and procedures.
- Support and contribute to a culture of continuous improvement.

## Selection Criteria





1. Tertiary qualifications in Business / Administration or related certificate with demonstrated experience in an administrative / customer service role.
2. Solid working knowledge of MS Office (Word, Excel, PowerPoint). Experience with Electronic Document Management Systems and mapping software would be desirable.
3. High level digital literacy, data entry and database application skills.
4. Understanding of Technology One or relevant corporate systems and experience with purchase order processing.
5. Strong written and verbal communication and interpersonal skills.
6. Possess a high level of self-awareness and an interest in learning new things.
7. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
8. Outcome focused with an ability to solve problems. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
9. A current Class C drivers licence.

## Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	<b>Manage Self</b>	<b>Intermediate</b>
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	<b>Community and Customer Focus</b>	<b>Adept</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	<b>Plan and Prioritise</b>	<b>Adept</b>
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	<b>Deliver Results</b>	<b>Adept</b>
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	<b>Technology and Information</b>	<b>Intermediate</b>
	Procurement and Contracts	Intermediate

## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

#### HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☐ No ☒

Is a criminal record check required for this position?

Yes ☒ No ☐