

Melton City Council

# Subdivision Support Officer

Position Description

PD: 00248

A vibrant, safe and liveable  
City accessible to all

## 1. Position details

Position Title	Subdivision Support Officer
Directorate	Planning and Development
Service Unit/ Department	Planning Services
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Co-ordinator Major Developments
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none"><li>• Planning Services;</li><li>• Engineering Services;</li><li>• City Design and Landscape;</li><li>• Finance;</li><li>• Environment and Waste.</li></ul>
External liaisons	<ul style="list-style-type: none"><li>• Government and semi-government authorities;</li><li>• Developers and their consultants/representatives;</li><li>• Land Surveyors;</li><li>• General Public.</li></ul>

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe



organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

## 5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

### 4. Position objectives

- Provide administrative support associated with the processing and approval of subdivision certification applications and to provide excellent customer service and information to both internal and external stakeholders, as it generally relates to the subdivision certification process;
- Ensure appropriate administrative support and assistance is provided to the Subdivision Unit and wider Planning Services Department.

### 5. Key responsibility areas

- Provide administrative support to the Subdivision Officers related to the registration and return of Bonds, Bank Guarantees and other monies relevant to the subdivision process.
- Provide administrative support with street naming and street numbering conventions related to the subdivision process.
- Provide general administration of the office, including telephone management, meetings and co-ordination of records management systems, including testing and upgrading software and providing support to other team members;
- Respond to customer enquiries on matters related to the subdivision certification and statement of compliance process.
- Assist in identifying systems and process improvements to improve the efficiency and functionality of the Planning Services Department.
- Liaise with internal and external stakeholders in relation to the acceptance and recording of Subdivision Fees, Bonds and Bank Guarantees prior to Statement of Compliance, the return of Bonds and Bank Guarantees when required, and to prepare all necessary documentation and update registers and systems accordingly.

### 6. Accountability and extent of authority

- Provide efficient and effective administration support and customer service, particularly as it relates to the subdivision certification process.
- Provision of quality information on matters relating to the subdivision certification process.
- Adhere to Council and Planning Services Department policy and operational guidelines
- Display discretion and confidentiality in dealing with members of the public.

### 7. Judgement and decision making

- Under general direction, follow established work task processes and routines.
- Utilise corporate systems, processes and standards for the handling of all documentation.

- Identify potential inefficiencies with internal processes and bring these to the attention of senior officers.
- Show initiative in approach to all aspects of the position and seek the advice of any other Council Officer for the purpose of fulfilling the duties and responsibilities of the role.

## 8. Specialist skills and knowledge

- Excellent use of computer systems, applications and databases for the production of a wide range of documents.
- An understanding of the subdivision role in the development of land process.
- Read and understand subdivision plans.
- An understanding of relevant policies, Acts and Regulations as they relate to the subdivision certification process.
- An understanding of the importance of appropriate record keeping and knowledge of, and experience in using electronic document management systems.
- Knowledge of the Surveying and Planning through Electronic Application and Referrals (SPEAR) system.

## 9. Management skills

- Demonstrated ability to plan, organise and prioritise routine functions along with specific tasks.
- Adapt quickly to change.
- Work with minimal supervision and to seek advice and assistance from others when required.

## 10. Interpersonal skills

- Well-developed verbal and written communication skills, including the ability to gain the co-operation and assistance from other employees and the public.
- High level of motivation and pro-activeness and make a positive contribution to the Planning Services Department.
- Communicate effectively with customers to identify needs and refer to appropriate Council Officer as required.
- Demonstrated ability to display sensitivity and discretion when dealing with confidential issues.
- Work co-operatively as a team member, including assisting other staff members.

## 11. Qualifications and experience

- Post-secondary qualification in administration (below diploma level) plus some experience in an administrative role.
- Demonstrated well-developed customer service skills and experience in providing support to more senior officers.
- Current valid Victorian driver's licence.
- General knowledge of Local Government.

## 12. Key Selection Criteria

1. Post-secondary qualification in administration (below diploma level) plus some experience in an administrative role in a comparable customer service or Town Planning environment.
2. Excellent computer skills and experience with the operation of a variety of Windows based applications and databases and other relevant electronic document management systems.
3. Demonstrated ability to prioritise and perform a variety of administrative tasks.
4. Demonstrated ability to work flexibly within tight time schedules and in accordance with variable work demands and relevant legislation.
5. Demonstrated experience in the provision of customer service and working in a team environment.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Co-ordinator Major  
Developments

January 2022

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date