

Moreland City Council

POSITION DESCRIPTION



POSITION TITLE:	City Development Support Officer
POSITION NO:	0195
CLASSIFICATION:	Band 4
AWARD / LWAA:	Victorian Local Authorities Award 2001
DEPARTMENT:	City Futures
BRANCH:	City Development
WORK UNIT:	N/A
REPORTS TO:	Team Leader City Development Support
SUPERVISES:	Nil
PREPARED BY:	City Development Co-ordinator Continuous Improvement
APPROVED BY:	Group Manager City Development

Moreland's Values are mine!



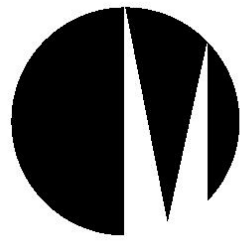
As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.

DATE CREATED: N/A

DATE MODIFIED: 3 January 2018






DATE APPROVED: 3 January 2018

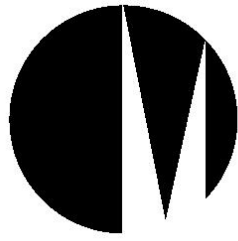
DATE PRINTED: 26 August 2019



1. POSITION OBJECTIVES:

- To provide prompt and efficient administrative support to the City Development Branch.
- To maintain accurate records and attend to a range of enquiries in a friendly and efficient manner.
- To work effectively in a flexible team environment and develop a knowledge of systems, policies and procedures related to all aspects of the City Development Branch to enable a multi skilling approach to fulfil the administration and other officer support requirements of the City Development Branch.

Value	Statement
	We acknowledge our main purpose is to work with our Community and customers
	I will support and value others
	I take pride in my work and am responsible for doing it well
	I will do what I say
	We will work within and across the organisation to achieve community outcomes



2. KEY RESPONSIBILITY AREAS:

Administrative and Clerical Responsibilities

- Type correspondence, reports, other documents and prepare, distribute and collect mail, as required.
- Provide administrative support to the City Development Branch including registration and generation of standard documentation.
- Manage Council files, including file creation (i.e. branch specific files), retrieval, ongoing maintenance and release to archives.
- Manage record keeping, referral, filing and retrieval of documents.
- Assist with the production of pamphlets and other material as required.
- Assist with the organisation of meetings and public forums.
- Provide overload administrative support to the Director Planning & Economic Development and the Group Manager City Development and the City Development Co-ordinator Continuous Improvement & Administrative Support, as required.
- Conduct general administrative, office and other clerical duties.

Customer Service

- Attend to telephone, email and counter enquiries in a prompt, courteous and efficient manner on all matters relating to the City Development Branch and the Planning & Economic Development Department.
- Maintain confidentiality.

Data Entry and Manipulation

- Input and retrieve data electronic registrations and track applications.
- Manipulate Council's electronic database to generate reports to assist with customer service information, monitoring of key performance indicators and benchmarking for the City Development Branch.

Continuous Improvement

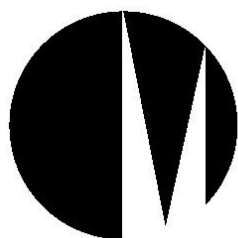
- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.

Occupational Health & Safety

- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the MoreSafe Manual.

Environmental Sustainability

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.



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Diversity & Equity

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

Other duties

- Required to undertake other duties as directed.

3. ORGANISATIONAL RELATIONSHIP:

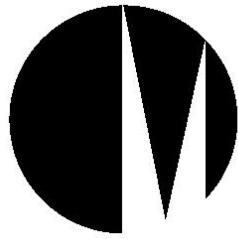
Reports to:	Team Leader City Development Administrative Support
Supervises:	Nil
Internal Liaison:	City Development Branch Staff All Council Departments
External Liaison:	General community Building Commission and its Statutory Boards Victorian Administrative Appeals Tribunal Bureau of Statistics Registered Building Practitioners Architects Solicitors Emergency Service Authorities Utility companies Victorian WorkCover Authority Department of Planning and Community Development Surveyors Other councils

JOB CHARACTERISTICS RELEVANT TO THE POSITION

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 4 employee as outlined in the Award (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 4, Clause 4)

4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable to the Team Leader City Development Administrative Support for daily performance of all duties.
- Responsible for providing accurate information in a prompt and courteous manner over the counter and on the phone, guidance is always available from the Senior City Development Support Officers or the Team Leader City Development Support
- Responsible for ensuring that records including the planning, building & health database, statutory registers and any other relevant registers are accurately kept



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and up to date under the guidance of the Senior City Development Support Officers or the Team Leader City Development Support

- Responsible for all document production and ensuring timeliness, accuracy and a professional standard of presentation, under the guidance of the Team Leader City Development Administrative Support & City Development Co-ordinator Continuous Improvement & Administrative Support and in accordance with office procedures and established practices.

5. JUDGEMENT AND DECISION MAKING:

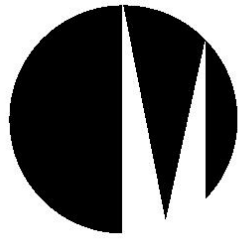
- In relation to the completion of correspondence and reports, guidance is to be provided by the Team Leader City Development Administrative Support & City Development Co-ordinator Continuous Improvement & Administrative Support and other professional staff.
- Make an assessment of documentation under guidance from the Senior City Development Support Officers, Team Leader City Development Administrative Support, City Development Co-ordinator Continuous Improvement & Administrative Support and other professional staff, to ensure that sufficient information is provided for the application to be processed and that the documentation demonstrates general compliance with the requirements of the relevant regulations and Council requirements.
- Guidance is always provided by professional staff in relation to dealing with all enquiries of a technical nature.

6. SPECIALIST KNOWLEDGE AND SKILLS:

- Ability to quickly acquire a broad understanding of the activities and functions of the Planning & Economic Development Department, along with knowledge and understanding of the organisational context of the position, including an appreciation of the goals of the City Development Branch and the objectives of the organisation.
- Competency in the use of word processors, databases, data input, and document presentation.

7. MANAGEMENT SKILLS:

- Ability to manage time and achieve desired results and meet personal deadlines.
- Ability to set priorities with an understanding of the importance of customer service.
- Ability to assist in training new staff.

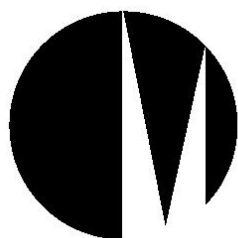


8. INTERPERSONAL SKILLS:

- Excellent customer service skills, including capacity to deal effectively with conflict.
- Ability to work well with and gain the commitment and cooperation of customers and other employees
- Good team worker with a willingness to assist other members of the team when required.
- A commitment to quality outcomes and efficient work practices.
- With guidance, the ability to discuss and try to resolve problems – internally and externally.
- Ability to prepare written correspondence and assist with the preparation of reports, agendas, minutes and any other documentation.

9. QUALIFICATIONS AND EXPERIENCE:

- Relevant experience in an administrative role with responsibility for customer service.
- Proven capacity, skills and relevant experience in working within an administrative team environment to manage a demanding workload, undertake a variety of tasks and achieve common group as well as individual goals.
- Relevant experience in the use of large databases with document production requirements.



10. PHYSICAL REQUIREMENTS OF THE POSITION

TASK ANALYSIS

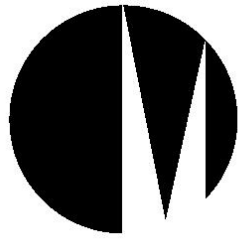
In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	(Y)	()	()
-below 10kgs	()	(Y)	()	()
Manual handling frequency	()	(Y)	()	()
Repetitive manual work	()	()	(Y)	()
Repetitive bending/twisting	()	()	(Y)	()
Working with arms above head	()	()	(Y)	()
Lifting above shoulder height	()	()	(Y)	()
Performing clerical duties	(Y)	()	()	()
Working on a keyboard	()	(Y)	()	()
Driving cars	()	()	(Y)	()
Other (please specify)_____	()	()	()	(Y)

Other special features (e.g. nature of chemicals, travelling requirements, etc):

11. KEY SELECTION CRITERIA

- Demonstrated experience in an administrative role with responsibility for customer service.
- Proven capacity, skills and relevant experience in working within an administrative team environment to manage a demanding workload, undertake a variety of tasks and achieve common group as well as individual goals.
- Advanced customer service skills and capacity to deal effectively with conflict.
- Proven capacity to work well with and gain the commitment and cooperation of customers and other employees.
- Demonstrated experience in the use of word processors, databases, data input, and document presentation.
- Strong personal time management skills and personal commitment and accountability to achieve Branch goals.
- Knowledge of local government and statutory planning, building and health processes would be highly regarded.



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SIGNATURE PAGE

This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.

..... Date / /
(Staff member's signature)

..... Date / /
(Supervisor/Manager's signature)

Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.