



Moreland City Council

POSITION DESCRIPTION



POSITION TITLE:	Senior City Development Support Officer
POSITION NO:	1259
CLASSIFICATION:	Band 5
AWARD / LWAA:	Moreland City Council Enterprise Agreement 2012
DEPARTMENT:	Planning & Economic Development
BRANCH:	City Development
WORK UNIT:	N/A
REPORTS TO:	Primarily the City Development Co-ordinator Continuous Improvement & Administrative Support but also the Team Leader City Development Administrative Support
SUPERVISES:	Nil
PREPARED BY:	City Development Co-ordinator Continuous Improvement & Administrative Support
APPROVED BY:	Group Manager City Development

Moreland's Values are mine!

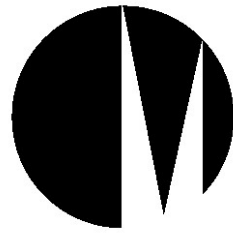


DATE CREATED:

DATE MODIFIED:

DATE APPROVED:

DATE PRINTED:








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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.

1. POSITION OBJECTIVES:

- In accordance with relevant policies, practices and processes, assist the City Development Co-ordinator Continuous Improvement & Administrative Support to ensure the efficient operation of the administrative functions of the City Development Branch.
- 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.
- To support the continuous improvement and system development work of the Branch.

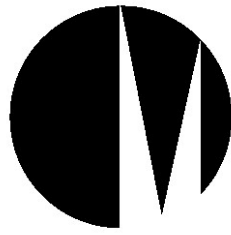
Value	Statement
	We acknowledge our main purpose is to work with our Community and customers
	I will support and value others
	I take pride in my work and am responsible for doing it well
	I will do what I say
	We will work within and across the organisation to achieve community outcomes

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2. KEY RESPONSIBILITY AREAS:

Administrative and Clerical Responsibilities

- Assist the Team Leader City Development Administrative Support to oversee the day to day functions of the team of support officers including the equitable and efficient administrative operations of the branch.
- 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 (ie. branch specific files), retrieval, ongoing maintenance and release to archives.
- Manage record keeping, referral, filing and retrieval of documents.
- Manage purchase orders and Council's purchasing system as required.
- Assist with the production of pamphlets and other publicity and customer material as required.
- Assist with the organisation of meetings and public forums.
- Provide overload administrative support to the Director Planning and Economic Development and the Group Manager City Development, as required.
- Conduct general administrative, office and other clerical duties.

Customer Service

- Provide, advocate and model a high standard of customer service by professional presentation, accurate, prompt and friendly communication and capacity to deal effectively with conflict.
- 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 and Economic Development Department.
- Maintain confidentiality.
- Provide support to the Team Leader City Development Administrative Support and the City Development Co-ordinator Continuous Improvement & Administrative Support in proactively seeking out and actioning opportunities to improve customer service.

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.
- Assist the City Development Co-ordinator Continuous Improvement & Administrative Support to maintain and enhance the Branch's Pathway module and other Council systems, including the Council's Website.
- Run reports as required for internal and external stakeholders to provide accurate data on Councils building, planning and health functions.



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Continuous Improvement

- Contribute to and gain the support of others to effectively implement the Moreland Continuous Improvement system in the work area and achieve quality outcomes.
- With the assistance of the Team Leader City Development Administrative Support and the City Development Co-ordinator Continuous Improvement & Administrative Support, provide any necessary training on the Branch's systems and processes to the City Development Support Officers and other staff.
- Proactively suggest systems improvements to the Team Leader City Development Administrative Support and the City Development Co-ordinator Continuous Improvement & Administrative Support.

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.

Diversity & Equity

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

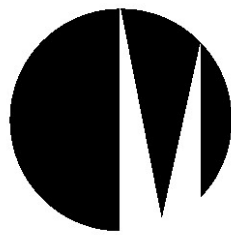
Other duties

- Required to undertake other duties as directed.

3. ORGANISATIONAL RELATIONSHIP:

The Team Leader City Development Administrative Support will be responsible for the day to day operational and administrative management of the individual i.e. leave approvals, first point of contact if you are running late or unwell, first point of call for workload priorities & discussions, etc.

Reporting lines for project work will be based on a Matrix style of Management. The reporting line may be to both the Team Leader City Development Administrative Support and/ or City Development Co-ordinator Continuous Improvement. For example in this position you may report to the Team Leader City Development Administrative Support for day to day operational and/or administrative but may also report to the City Development Co-ordinator Continuous Improvement & Administrative Support for delivery against particular projects and continuous improvement initiatives.



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The Group Manager City Development or the City Development Co-ordinator Continuous Improvement & Administrative Support may make changes in allocation of projects throughout the year based on organisational priorities and resource planning.

Supervises: Nil

Internal Liaison:

City Development Unit Managers, Co-ordinators and all Council Departments

External Liaison:

External communication and interaction is required with external organisations, service providers, consultants, industry professionals, government agencies and community groups to resolve problems and provide advice on specific matters. External liaisons include:

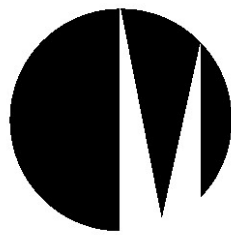
- Residents, industry and commercial business
- Other service provision agencies
- Community groups
- Development industry interest groups
- Statutory authorities/agencies
- Victorian Building Commission and its Statutory Boards
- Victorian Civil and Administrative Tribunal
- Responsible Alcohol Victoria
- Bureau of Statistics
- Victorian WorkCover Authority
- Other Council's

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 5 employee as outlined in the Award (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 5, Clause 4)

4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Ensure provision of proactive support to co-ordinators, teamleaders, and senior management by providing a high level of administrative support and proactive problem solving.
- Responsible for the development of effective and efficient administrative support systems based on the requirements of the Branch.
- Proactively question inaccuracies or errors found in processing documents.

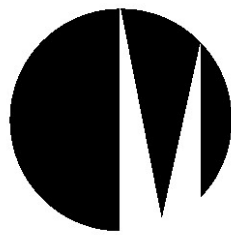


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- Responsible for assisting and providing guidance to the City Development Support Officers to ensure that the information provided by the team over the counter and on the phone is accurate and is provided in a prompt and courteous manner.
- Accountable to the Team Leader City Development Administrative Support and the City Development Co-ordinator Continuous Improvement & Administrative Support for the daily performance of all duties.
- Responsible for assisting and providing guidance to the City Development Support Officers to ensure that records including the planning, building and health database, statutory registers and any other relevant registers are accurately maintained.
- Responsible for the development and implementation of database and workflow improvements in consultation with the City Development Co-ordinator Continuous Improvement & Administrative Support.
- Responsible for delivering on projects outlined in the City Development Service Unit Plan in consultation with the City Development Co-ordinator Continuous Improvement & Administrative Support.
- Responsible for the development and implementation of accurate reporting on all functions within the Branch in consultation with the City Development Co-ordinator Continuous Improvement & Administrative Support.
- Authority is provided for a wide range of activities including research and liaison with other authorities.
- Responsible for all document production and ensuring timeliness, accuracy and a professional standard of presentation, in consultation with the Team Leader City Development Administrative Support & City Development Co-ordinator Continuous Improvement & Administrative Support and in accordance with office procedures and established practices.
- Demonstrates and encourages proactive day to day problem solving and culture of mutual support and customer service within the City Development Support Officer team.

5. JUDGEMENT AND DECISION MAKING:

- Under limited guidance, ability to anticipate and identify issues as they arise and provide solutions based on technical knowledge.
- Sound judgement and initiative is expected, with guidance and advice always available from the Group Manager, Managers, Co-ordinators and other members of the Branch.
- Identify and implement improvements to administrative systems and processes within the Branch including the Pathway workflows and database in consultation with the City Development Co-ordinator Continuous Improvement & Administrative Support.
- Make an assessment of documentation 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 provided by professional staff in relation to dealing with enquiries of a technical nature.



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6. SPECIALIST KNOWLEDGE AND SKILLS:

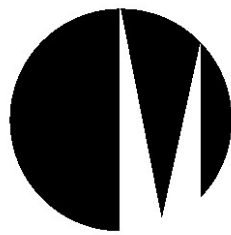
- High proficiency in the use of personal computers and IT systems, including Microsoft Office and other Council operating software such as Pathway and TRIM.
- High competency in the use of word processors, databases, data input, and document presentation.
- High standard of customer service skills.
- Competency in quickly acquiring a broad understanding of the relevant legislation, policies and procedures in relation to the function of the Planning & Economic Development.
- Awareness of Planning, Building & Health practices and procedures.
- Awareness and appreciation of how the role and functions contribute to the strategic goals of the organisation and the social and economic context within which the Council operates.
- An understanding of the relationship and responsibilities of Local Government and external organisations as they relate to health, planning and building development control and the investigation of complaints.
- Capacity to provide support, encouragement and training to others.

7. MANAGEMENT SKILLS:

- Ability to manage time and achieve desired results including deadlines outlined in the Service Unit Plan and assist the team to meet deadlines set by more senior staff.
- Ability to set priorities with an understanding of the importance of customer service.
- Ability to exercise initiative and involve others in finding new solutions to problems.
- Ability to work autonomously and well with others, adjust priorities and to manage competing priorities for the benefit of the team.
- Ability to adopt a flexible, adaptable approach to work, to meet changing demand and service delivery needs.
- Ability to understand and implement organisational objectives at a Branch level.

8. INTERPERSONAL SKILLS:

- Excellent customer service skills, including capacity to deal effectively with conflict.
- Good team worker with an ability to use initiative to assist other members of the team when required.
- Demonstrated commitment to quality outcomes and efficient work practices.
- Ability to discuss and resolve problems – internally and externally.
- Good communication skills, both written and oral.
- Ability to work with limited supervision and within a team.
- Ability to be proactive in addressing administration issues that affect the City Development Branch



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- Ability to facilitate relationships and gain the co-operation and assistance of customers, Council management and staff.
- Ability to prepare written correspondence and assist with the preparation of reports, agendas, minutes and any other documentation
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9. QUALIFICATIONS AND EXPERIENCE:

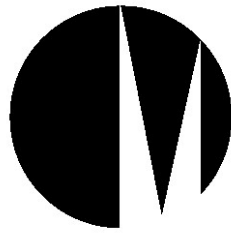
- Relevant experience in an administrative role of a medium to large organisation with responsibility for customer service.
- Proven capacity, skills and relevant experience in working at a senior level within an administrative team environment to manage a demanding workload, undertake a variety of tasks and achieve common group as well as individual goals.
- Relevant experience in continuous improvement programs.
- Relevant experience in a customer service frontline role with direct counter and telephone enquiry skills.
- Relevant experience in the use and maintenance of large databases with document production and reporting requirements.
- Studies in Office Administration will be highly regarded.
- Demonstrated knowledge and ability in maintaining accounts, databases, and administrative procedures.
- A current Victorian Drivers Licence is desirable.

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)

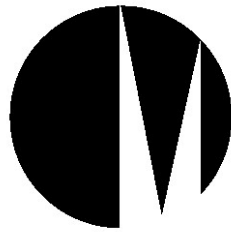


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Other special features (e.g. nature of chemicals, travelling requirements, etc):

11. KEY SELECTION CRITERIA

- Demonstrated experience in a senior administrative role in a medium to large organisation with responsibility for customer service.
- Proven capacity, skills and relevant experience in working at a senior level within an administrative team environment to manage a demanding workload both individually and for other members of the team, undertake a variety of tasks and achieve common group as well as individual goals.
- Proven capacity to facilitate relationships and gain the co-operation and assistance of customers, Council management and staff.
- Demonstrated experience in the use of word processors, use and development of databases, data input, and document presentation.
- Strong IT skills particularly in the use, development and improvement of large databases
- Strong personal time management skills and personal commitment and accountability to achieve Branch goals and to encourage others within the team to achieve these.
- Knowledge of local government and statutory planning, building and health processes would be highly regarded.
- Demonstrated experience in the provision of a high standard of customer service by professional presentation, accurate, prompt and friendly communication and capacity to deal effectively with conflict.
- Demonstrated experience in the management of files, including file creation, ongoing maintenance.
- Ability to exercise initiative and find solutions to problems.
- Ability to adopt a flexible, adaptable approach to work, to meet changing demand and service delivery needs.



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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.