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| Position Description **Executive Assistant Planning and Regulatory Services** |  |

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| **Department** |  **General Managers Department** |
| **Location**  |  **Narromine** |
| **Classification/Grade/Band** |  **Grade 9** |
| **Reports to** | **Executive Manager Health Building and Environmental Services** |
| **Date of Approval** | **October 2019** |

# **Our Council**

Narromine Shire Council covers an area of 5264 km2 and has a population of approximately 6444 in the rural townships of Narromine, Trangie and Tomingley and the surrounding rural areas. Narromine is located 40km from the regional city of Dubbo.

The identities and values of Narromine Shire have been shaped by the culture of the Wiradjuri People, early farmers and by our strong aviation and sporting history. Today, the Shire has a significant farming based industry that contributes nationally.

# **Our Values**

This position requires commitment to the Council’s values and behaviours being accountability; pride; teamwork; creativity and innovation; trust and respect; and communication.

# **Primary purpose of the position**

The position sits in the regulatory services area and is responsible to act as the primary point of contact for all customers seeking to do business with Council. The position will provide administrative support for Council’s Planning, Regulatory and Ranger Services. The position will also provide administrative assistance to the Director of Community and Economic Development when needed.

The position will also provide information, to issue and receive standards forms, take and action customer requests through Council’s Customer Request Management Program.

# **Key challenges**

* Ensure all relevant reporting and acquittals occurs in accordance with Council and Government agencies requirements.
* Provide executive level assistance to the Director and Managers as required
* Provide the first point of Customer Service to the Council’s Administrative building.

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| **Functional Area** | **Key Accountabilities** |
| Planning and Regulatory Services  | * Research and draft standard and non-standard reports and correspondence as required.
* Ensure that all applicable reporting (weekly, monthly, annually) to Government Agencies is undertaken in accordance with the agencies requirements.
* Preparation of approval and/or certificates documentations for the regulatory and planning section including and administrative support needed.
* Manage EMHBES appointment and inspection calendar to ensure effective and efficient service to Council’s customers and the community
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| Customer Service | * Ensure all customers are addressed in a professional and courteous manner and actions taken are recorded in Council's CRM system.
* Ensure that the customer service area is maintained in such a way as to project to the public a professional image.
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Key internal relationships

| Who | Why  |
| --- | --- |
| Internal |  |
| Executive Manager Health Building and Environmental ServicesManager Planning | The Executive Assistant has an effective working relationship with the Managers and is responsive to their requests providing timely administrative support. The EA will respond to general requests from the public where possible. |
| Director Community and Economic Development and Manager Planning | The Executive Assistant has an effective working relationship with the Director and Manager and is responsive to their requests providing timely administrative support. |
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| External |  |
| Government Agencies | The Executive Assistant has professional relationships with those government agencies necessary for the work of Council. |
| Applicants/Clients | The Executive Assistant has professional relationships with Councils applicants/clients. |

# **Delegations of Authority**

• Authorise expenditure within designated budget up to approved level

# **Essential requirements**

• Certificate III in Business Administration or Equivalent

• Demonstrated experience of not less than 2 years in an administrative role

• Basic knowledge and skills in statutory legislation relating to the Health Building and Planning areas

• Proven ability to work cooperatively in a sensitive and confidential environment

• Excellent customer service skills.

• Advanced computer skills.

• Ability to work in a team environment.

• Demonstrated written and oral communication skills.

• Ability to work with minimal supervision.

• Class C Drivers Licence.

• WHS construction induction (White) card.

**Acknowledgement**

I have read and understood the contents of this position description and accept the following:

* This position description is not to be considered as a complete list of responsibilities and that other duties may be required consistent with my grade/classification from time to time.
* My position is dynamic and that continuing development, change and improvement of processes, practices, knowledge, skills, values and behaviours is expected by Narromine Shire Council.
* My position will develop over time and this position description will facilitate this development as a ‘living document’ that I will actively invest in.

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Signed **Employee** Date

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Signed **Supervisor** Date

Capabilities for the role

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. Refer to the next section for further information about the focus capabilities

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

# Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

| Local Government Capability Framework |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Display Resilience and Adaptability | Intermediate | * Adapts quickly to changed priorities and organisational settings
* Welcomes new ideas and ways of working
* Stays calm and focused in difficult situations
* Perseveres through challenges
* Offers own opinion and raises challenging issues
 |
| **Relationships**Community and Customer Focus | Intermediate | * Identifies and responds quickly to customer needs
* Demonstrates a thorough knowledge of services provided
* Puts the customer and community at the heart of work activities
* Takes responsibility for resolving customer issues and needs
 |
| **Results**Plan and Prioritise | Intermediate | * Participates constructively in unit planning and goal setting
* Helps plan and allocate work tasks in line with team/project objectives
* Checks progress against schedules
* Identifies and escalates issues impacting on ability to meet schedules
* Provides feedback to inform future planning and work schedules
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| **Resources**Technology and Information | Intermediate | * Shows confidence in using core office software and other computer applications
* Makes effective use of records, information and knowledge management systems
* Supports the introduction of new technologies to improve efficiency and effectiveness
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