



Business Support Officer

POSITION PROFILE

Division	Shire Planning	Status	Full time, permanent
Unit	Development Services	Salary Grade	
Reports to	Support Services Coordinator	Reviewed	January 2023

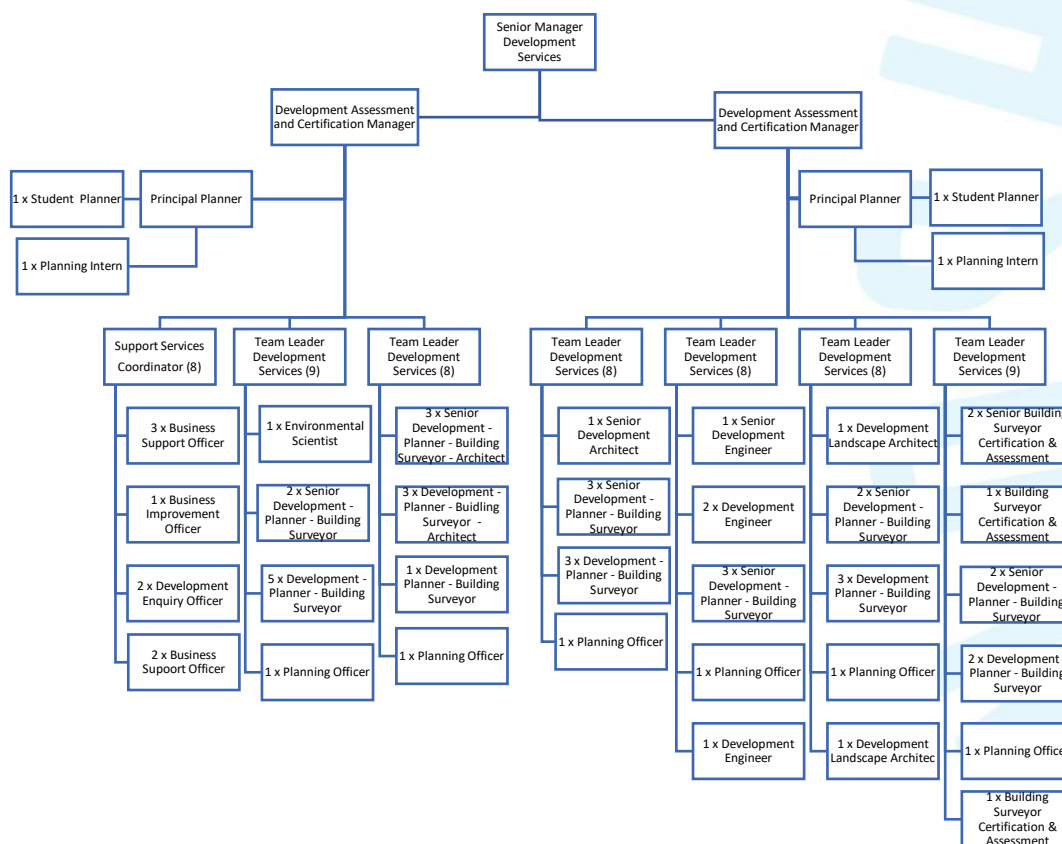
STRATEGIC INTENT

Provide business support to the Development Services team. The Support Services team has an emphasis on excelling in customer service and is the initial point of contact for customers with enquiries relating to land use and development, pre-application discussions, lodgement of applications, completeness checks, quality control and dispatch of determinations and certificates as well as preliminary functions of neighbour notification and other related administrative functions within the team.

POSITION PURPOSE

- To support the Development Services team with administrative functions.
- To support the operations and continuous improvement of the Council's interface with the NSW Planning Portal.
- This role also supports the Development Services team by assisting in the timely assessment of development applications, as well as working with the Sutherland Shire Local Planning Panel and Sydney South Planning Panel.

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Provide advice, support to the team in relation to the processing of DAs and other relevant assessment duties	<p>Undertake administrative tasks such as application acceptance, generation of referrals and neighbour notification procedures for applications.</p> <p>Organise and coordinate the various functions of panels and groups related to the Development Services team such as Sydney South Planning Panel, Sutherland Shire Local Planning Panel, Design Review Forum and any other relevant panels where required.</p> <p>Coordinate meetings between relevant stakeholders.</p> <p>Manage and distribute incoming correspondence and issue acknowledgement to customers when required.</p> <p>Assist the Coordinator and Development Services Manager with other duties.</p>

	<p>No grounds for complaint from Council's customers relating to lack of information/lack of co-operation (keeping people informed is a major responsibility of the position).</p> <p>Success rate in resolution of issues with customers.</p> <p>All communications with Council customers meet Council's service standards.</p> <p>Carry out other administrative and operational duties as directed by the Manager or senior staff.</p>
<p>Provide detailed reports as necessary/directed</p> <p>Report to the Coordinator any significant issues and concerns at the earliest possible occasion</p>	All statutory obligations are met.
<p>Achieve appropriate output and quality performance targets.</p> <p>Staff act within delegations and comply with adopted procedures in assessing applications.</p> <p>Use the Tech1 system (or relevant system) appropriately and effectively.</p>	<p>Timely reporting ensuring staff meet target dates is a major responsibility of the position.</p> <p>Any problems with staff performance are documented and addressed appropriately without delay.</p>
Process development applications in accordance with legislation and policy	<p>Support the timely determination of Development Applications in accordance with DA process (meeting target dates is a major responsibility of the position).</p> <p>To ensure statutory timeframes are met by the team.</p>
Provision of quality customer service and managing difficult customers	<p>No reasonable complaints from Council's assessment stakeholders (keeping people informed is a major responsibility of the position).</p> <p>No reasonable cause for any Councillors or senior management to be dissatisfied with performance.</p>

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences Experience or skills	Essential	
	Desirable	<ul style="list-style-type: none"> Tertiary qualifications in Business Administration or similar
	Essential	<ul style="list-style-type: none"> Sound experience in providing business and administration support with capacity to support high profile projects in a high-pressure environment Being adaptable and flexible to manage competing priorities in a demanding and complex work environment Strong organisational skills

		<ul style="list-style-type: none"> ▪ Demonstrated experience using computer software programs including Microsoft Office ▪ Demonstrated commitment to customer service ▪ Ability to work within a team environment
	Desirable	<ul style="list-style-type: none"> ▪ Local Government experience ▪ Demonstrated understanding of a range of activities undertaken by Development Services

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Communication skills: able to articulate complex and technical matters in simple terms. ▪ People skills: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary. ▪ Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate – We are a united team. We work together to deliver great outcomes for our community. Be open and welcoming, genuinely connect to others, include others, work together as one. ▪ Achieve – We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community. ▪ Respect – We communicate openly, act with integrity and are inclusive. Be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions. Stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position

Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Records Management	Comply with Council's Records and Information Management Policy including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement