

Position Description

Supervisor - Administration

Position Title	Supervisor - Administration	Role ID	BHSUP1
Division	Planning and Regulation	Unit	Building and Environmental Health
Job Grade	5	Choose an item.	35
Reports To	Manager Building and Environmental Health		
Revised/Created	January 2020 – Template updated December 2021 – Minor revisions		

Primary Objective

- Assist in coordinating the operations of the administration section of Councils Building and Environmental Health Unit.
- To provide supervision of administration staff to ensure they provide an effective support team to the Building and Environmental Health Unit.

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and
are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow
than it is today.

Organisational Environment

PLANNING AND REGULATION DIVISION

The Planning and Regulation Division provides services related to planning and development control, building control, regulatory control, public health and safety issues, environment and health management throughout the Tweed Shire.

Building and Environmental Health Unit

Building and Environmental Health is one of five units within the Planning and Regulation Division. The Unit reports to the Director Planning and Regulation and is responsible for:

Building Services:

- The regulatory control and certification of buildings including the issue of construction certificates and building certificates for buildings of all classes and the approval of development applications for dwelling houses and associated structures;
- Building education and advice including amendments to legislation, fire safety maintenance and upgrades, emerging issues, disability access and plumbing; and
- Advice on the need to modify designs of building and particularly dwellings to comply with bushfire, sustainability and planning provisions, such as view sharing and privacy and negotiating and facilitating better outcomes in neighbour conflicts.

Applicable legislation includes the National Construction Code, Plumbing and Drainage Act, Swimming Pools Act, Local Government Act, Environmental Planning and Assessment Act, and state environmental planning instruments.

Environmental Health:

- The regulatory control of environmental health matters to meet statutory requirements and community needs including food safety, public health, onsite sewage management, contaminated land, caravan parks, pest management, and air, noise and water pollution;
- Environmental health education and advice regarding compliance with legislation, emerging issues, best practice, and negotiating and facilitating better outcomes in neighbour conflicts; and
- Advice on proposed developments and activities to ensure environmental health outcomes, community safety, and amenity values are protected.

Applicable legislation includes the Public Health Act, Food Act, Protection of Environment Operations Act, Local Government Act, Environmental Planning and Assessment Act, and state environmental planning instruments.

General:

The work environment is busy, responsive to customer requests and requires regular adjustment of priorities and activities. The Unit works collaboratively with many others in areas of planning, compliance, building certification and environmental and public health and it is important that staff maintain a positive team focused approach to their duties.

The unit must conform to the statutory requirements of relevant acts including the Occupational Health and Safety Act.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The Position

The position has a particular responsibility for supervising the members of the Units administration staff and provides administrative support for the staff of the Building and Environmental Health Unit.

It is essential that the incumbent possesses well developed interpersonal and communication skills to help maintain a positive morale within the team. The incumbent will require good decision making abilities and the ability to interact with staff, external stakeholders and customers.

The position requires good attention to detail and the incumbent is required to develop a strong working knowledge of the units operations, processes, procedures and Councils application processing software (Property & Rating).

The position uses Council's record management and land information system, Property & Rating and GIS) to comply with organisational requirements for document registration and management.

The position is also required to have good customer service skills and will be required to provide advice to the public seeking information from the enquiry counter including the lodging of various applications.

The position reports to the Manager Building and Environmental Health.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Staff Supervision and Development	<ul style="list-style-type: none">• Approve leave for staff under responsibility.• Ensure staff levels maintained.• Arrange casual staff when necessary.• Ensure work priorities met when staff absent unexpectedly.• Prepare/revise PDs for staff under responsibility.• Conduct performance reviews and ensure competence as assessed according to Council's protocols and procedures.• Assist in the provision of technical advice to staff and customers.
2. Administrative support - General	<ul style="list-style-type: none">• Lodge and process applications and Outstanding Notices using the Property & Rating system.• Prepare general correspondence and/or certificates.• Liaise and/or provide reports to technical staff on the status of above applications.• Liaise with external clients regarding the status of above applications.• Process purchase orders in Finance One.• Responsible for the Units stationery stock.

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	<ul style="list-style-type: none">• Ensure registration of correspondence etc. and attend to task list in Council's Record Management System.• Ensure a register is maintained on RDOs worked/taken in lieu for all Building and Environmental Health Unit staff.• Keep abreast with basic building and environmental health regulations and Council policies.• Access and retrieve information from Council's computer based information systems.
3. Teamwork, Policies, Procedures and Guidelines	<ul style="list-style-type: none">• Develop and maintain up to date policies, procedures and systems to ensure timely and accurate delivery of documentation to all customers.• Lead and support the administrative team to achieve better outcomes and improve processes in an ever changing and dynamic environment.• Develop and implement policy and procedures for the unit's customer contact function.• Ensure relevant legislative changes are reflected in documents and application of processes.• Liaise effectively with technical and professional officers to ensure reliable, timely, and accurate information is disseminated to all customers.
4. Systems Development	<ul style="list-style-type: none">• Develop systems, procedures and guidelines to assist the Unit's administration team to deliver a high quality of service.• Ensure Council's record keeping requirements are met by liaising with the administration team on the input of documents to Council's Record Management System.
5. Health, Safety and Environment System	<ul style="list-style-type: none">• Ensure compliance with, and promotion of, Council's Work Health and Safety System and Environmental policies and procedures within area of control.• Ensure that hazards are identified and controlled within work area to the level of position's authority and financial delegation.• Advise Coordinator of any hazard or risk outside area of control and financial delegation.• Responsible for and ensuring that procedures and practices relating to activities undertaken in the work area are periodically reviewed.• Ensure that all employees within work area have undergone appropriate safety training.• Ensure employees in work area are adequately consulted in relation to work practices, incidents and improvements.

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

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Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol: [WHS Responsibilities, Authority and Accountabilities Protocol](#)

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure: [WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- Cooperate with other business units within the Division as well as collaborating with staff in other Divisions of Council.
- Under the direction of your supervisor provide assistance to Council's elected members/Administrators.

External Relationships

- Members of the public.
- Community organisations.
- Other councils.
- State and Federal Government Departments.
- Local Members.

Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

Delegations and Authorities

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.

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Selection Criteria

Knowledge and Competence: (to be addressed in full when making application)

1. Relevant tertiary qualifications in staff management, business administration or human resources; and experience in leading a team in a complex work environment.
2. Demonstrated industry experience in the supervision and development of support staff; including team cultural change and managing staff performance.
3. Highly developed written and oral communication skills.
4. Demonstrated ability to plan and prioritise workloads, work unsupervised and to ensure staff achieve work targets.
5. Demonstrated problem solving and decision making skills
6. Excellent interpersonal, conflict resolution and negotiation skills with demonstrated ability to form strong collaborations with other internal and external stakeholders.
7. Proven customer service skills and the ability to meet customer needs for easy application processes and positive interactions with staff.
8. High level of proficiency in the use Microsoft Office (Word, Excel and Outlook), MS Teams, and demonstrated ability to learn new software systems.
9. Current Vehicle Licence - Car.

Desirable:

10. Knowledge and experience in Property & Rating, and Council's Record Management System (which is currently Enterprise Content Management – ECM) and the NSW Planning Portal.
11. Understanding of the role of customer service in the Local Government environment.

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview. Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
Relationships	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	Intermediate