

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title:	Administration Officer
Division:	City Planning, Development and Transport
Unit:	Planning Assessment
Management Level:	Worker

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Planning Support Coordinator

Titles of Positions which report to are:

Nil

Contractors for which this position is responsible:

Nil

3. PRIMARY PURPOSE OF POSITION

This position is responsible for providing high level, efficient administrative support to the Planning Assessment Unit on a daily basis. Confidentiality, maturity and high ethical standards play an important role at all times

4. POSITION OBJECTIVES

The major objectives to be achieved by the Administrative Assistant are;

- Assist in the day to day operations of Planning Assessment Unit through providing a variety of administrative tasks.
- Maintain systems and perform daily operations to ensure appropriate storage, tracking, retrieval & web exhibition of plans and documents.
- To undertake the placement of development site notices in accordance with the notification/advertising process of the Planning Unit and Council;
- To play a role in ensuring that advertising, notifications and other turnaround performance criteria within the Divisional Performance Plan are achieved;
- Efficiently coordinate and prioritise activities to ensure timely and effective completion of administrative, schedules and ad hoc tasks

- Develop and maintain effective and cordial working relationships with internal and external customers
- Display initiative in the development and implementation of administrative procedures and systems which contribute to the effective operation of the Planning Assessment Unit
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

5. POSITION ACCOUNTABILITIES

- Provide timely, accurate and effective administrative support to the Planning Assessment unit including collecting, recording and maintaining records and data, assisting in financial controls and budget performance and general office duties
- Maintain the highest ethical standards, exercise discretion and maintain confidentiality of sensitive issues handled within the office;
- Provide support to other team members during peak work times to facilitate the effective operation of the office.
- Undertake any other duties directed by the Planning Support Coordinator or the Manager Planning Assessment
- Maintain electronic records and the filing system for the Office including accurate and timely filing of documents and correspondence to facilitate appropriate storage and quick retrieval.
- Check & Upload documents for display on the city's website
- Maintain office equipment and coordinate orders for stationery and general supplies as required by all staff and ensure the Planning Support Coordinator and Manager Planning are consulted in regard to accounts and expenditure.
- Assist in the advertising and notification process required by the EP&A Act and Council policies and procedures, including placement of site signs and notices, letter drops and notifications to external organisations as required;
- Maintain electronic filing of records for the Office including accurate and timely filing of site notice photographs, documents and correspondence to facilitate appropriate storage and quick retrieval.
- Continuously improve administrative processes in consultation with all staff to ensure delivery of a high standard of support services to meet changing expectations.
- Provide administrative/secretarial assistance to the Planning Assessment Unit on a daily basis including word processing, collation of documents, and photocopying, scanning and other administrative/secretarial tasks as required.
- Provide administrative support to Planning Assessment teams.
- Provide a high quality customer service on a daily basis to meet the needs of a diverse range of customers over the telephone, directly and by processing correspondence.
- As directed prepare agendas and minutes and maintain meeting records

- Deal with enquiries, complaints, and requests for information or services by clarifying customers needs and responding appropriately and flexibly to the requirements of each customer
- Assist in maintaining office accounts, including preparation of purchase orders using Finance One, complete enquiries regarding debts, reconciliation of payments against the Planning Assessment Unit budget and ensure that accounts are paid in an accurate and timely manner.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Cooperating and complying with safe work method statements, policies and procedures and participating in their development
- Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
- Attending WHS training
- Complying with the requirements of the City's Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

7. AUTHORITY TO ACT

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.
- The position holder is responsible for the day to day maintenance of the administrative systems within the office and to ensure the dispatch and follow up of information is carried out in a timely manner to facilitate the smooth workflow of the office.
- The position holder will work within instructions and guidelines and act in accordance with the framework set down by the Manager Planning Assessment.

8. ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- Extensive experience in a similar role
- Superior oral communication skills, including negotiation skills and an excellent telephone manner
- A clear and concise written communication style
- High level computer skills and experience including word processing and spreadsheet applications
- Good and accurate keyboarding skills
- Customer service skills and ability to deal with people at executive and representative level.
- Ability to work in a high pressure environment, tackle multiple tasks simultaneously, to prioritise and organise effectively
- Excellent attention to detail
- Demonstrate a commitment to Equal Employment Opportunity, Occupational Health and Safety and Cultural Diversity principles

Desirable Criteria

- Local Government Experience and Knowledge
- Experience in Pathways, Trim & Dekho