

Position Description

ADMINISTRATION OFFICER (PLANNING)

POSITION OVERVIEW

We are passionate about delivering an exceptional customer service to all planning applicants, ratepayers and members of our community. You will be a key member of the Statutory Planning Team working closely with other planning officers to provide a customer focused and efficient planning service. You will need to be passionate and multi-skilled to deliver the best outcome for our community and engender public confidence in statutory planning matters.

You will support the Statutory Planning team by providing efficient, responsive, and responsible administrative support and customer service on statutory planning matters being responsible for allocated administrative tasks, record keeping and providing consistent advice on planning application and property matters to stakeholders.

At all times you will role model Alpine Shire values by undertaking your key responsibilities in a professional, efficient, and timely manner whilst contributing to Council's objective of being a high performing organisation

CLASSIFICATION AND RELATIONSHIPS

Classification: Band 4 Alpine Shire Council Enterprise Agreement

Reports to: Statutory Planning Coordinator

Supervises: Nil

KEY DUTIES AND RESPONSIBILITIES

As the Administration Officer (Planning) you provide an important role in ensuring the effective and efficient operation of the Statutory Planning team with key duties and responsibilities including:

Accountability and extent of authority

This position is accountable for:

- Delivering positive, quality, and timely customer service and communications with stakeholders
- Engendering public confidence in the statutory planning process and delivering better planning outcomes by engaging with stakeholders (applicants, objectors, residents, referral agencies etc) through consistent, timely, and understandable explanations
- Maintaining confidentiality of sensitive information in accordance with privacy legislation
- Maintaining the currency and accuracy of the system administration data in Council's application management system, Greenlight.

Freedom to act is governed by legislation, the Alpine Planning Scheme, Council policy and procedure, delegation, management oversight and regular reporting.

Extent of authority is limited by procedures and restricted to matters described in the position description.

Decision making is restricted to matters delegated other than those requiring direct Council resolution under statutory provisions and requirements, delegations, or directions by the Coordinator, Manager, Director, or Chief Executive Officer.

Key duties

Customer service

- Provide efficient and effective “first point of contact” customer service for the Statutory Planning team in accordance Council’s Customer Service Charter
- Provide prompt, accurate, and consistent advice to stakeholders that is easily understood on statutory planning related matters
- Be proactive and show initiative with a customer focus in dealings with applicants and stakeholders
- Provide advice to internal and external stakeholders on statutory planning matters including processes, fees, timeframes, the status of applications, and property details
- Provide an efficient and courteous in-person reception service
- Support customers and stakeholders in the use of Council’s application management system, Greenlight.

Administrative Support

- Provide professional and timely support to the Statutory Planning team in assisting with the lodgement, processing and issue/resolution of planning applications and requests, record keeping and correspondence
- Maintain and monitor planning records
- Assist the Statutory Planning team in establishing, running and recording appointments and stakeholder meetings

Continuous Improvement and transformation

- Participate in and provide feedback on process improvements and implementation of new technologies to improve the efficiency and productivity of the statutory planning service
- Maintain the currency and accuracy of the system administration data in Council’s application management system, Greenlight, and log support tickets for matters that cannot be resolved internally
- Support the Statutory Planning Coordinator to implement new ways of working and process improvements
- Assist in the maintenance and updating of relevant statistical data on the statutory planning service including generation and preparation of reports
- Communicate regularly with the Statutory Planning Coordinator and escalate matters of concern or significant issues to enable issues to be dealt with according to relevant procedures.

Other duties

- Promote Council and its activities regularly, proactively and positively
- Comply with Council's Code of Conduct and Corporate Policies
- Participate in Council's training program
- From time to time the employee may be required to undertake duties in addition to those above, including providing support to other teams, but which fall within the employee's capabilities, experience, skills, competence or training

Judgement and decision making

- Ability to use initiative to solve problems relating to key responsibilities from a range of alternative courses of action
- Ability to exercise discretion in the application of established standards and procedures
- Ability to plan and prioritise work at least a week in advance
- Guidance is always available from the Statutory Planning Coordinator and other members of the Statutory Planning team.

Management skills

- Work effectively with minimal supervision
- Ability to manage your time, plan your day and prioritise tasks
- Ability to undertake a variety of tasks concurrently,
- Ability to work under pressure and meet competing deadlines.
- Ability, initiative and common sense to schedule and reschedule workload and time constraints of the duties of the position.
- Ability to assist other employees by providing guidance, advice and training on routine, procedural or administrative matters.

Interpersonal skills

- Sound written and verbal communication skills including ability to write reports and prepare external correspondence
- Display a punctual, reliable and positive approach to work
- Ability to project a positive image of Council and statutory planning when communicating with both internal and external stakeholders

EXPERTISE

Qualifications

- Current driver's licence
- VCE or equivalent or previous experience relevant to this role

Specialist knowledge and skills

- Understanding of the role and its organisational context including relevant policies and procedures

- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities – Microsoft, GIS, databases, essential
- Technical skills in administration, record keeping, and customer service
- Highly developed multi-tasking and problem-solving skills
- Ability to work independently, prioritise tasks and meet deadlines

Experience

- Relevant experience in administration and customer service - 12 months experience in a similar role desirable
- Experience in local government, particularly the areas of planning and/or building desirable

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor
- Support the return-to-work plan for any injured worker when returning to work
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council

PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts
- The work environment may include uneven surfaces and up and down stairs.