



## **SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION**

### **Position Details**

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Title:	Regulatory Services Administration Officer   Building
Classification:	Band 4
Position Number:	026
Business Unit:	Planning & Regulatory Services
Reports to:	Manager Planning & Regulatory Services

### **Position Objectives**

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- Provide administrative, customer service and electronic systems support to the Building Unit and all other units within the Planning & Regulatory Services Business Unit;
- Promote excellence in Customer Service including identifying, implementing and reviewing strategies to improve customer service experience and quality;
- Reinforce existing networks, and establish new networks, both within and outside of the local government industry, to identify Best Practice techniques and technologies.

### **Key Responsibilities**

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#### **Building:**

- Draft correspondence, public notices and reports in an accurate and timely manner;
- Provide excellence in customer service and deal with issues promptly and effectively;
- Provide advice and assistance to customers on matters relating to all Units within the Planning & Regulatory Services Business Unit;
- Provide customers with professional and up-to-date information when responding to routine enquiries about the processing of building permit applications;
- Perform all tasks/duties in a manner which promotes effective teamwork and good public relations;
- Assist in the preparation of Building Permits and approvals;
- Assist in the maintenance of building services recording systems;
- Maintain and update the Building Services and customer reference library and documents;
- Assist with the booking of building inspections;
- Prepare Building Commission Levy and Commencement monthly returns;
- Monitor the status of Building Permits and notify applicants before they have lapsed;

- Assist in the checking of Building Permit applications upon lodgement and preparing requests for further information;
- Continue to update the swimming pools and spa pools audit program database in order to implement a continuous ongoing audit program, as more pools and spa pools are identified;
- Assist with the development and implementation of the Essential Safety Measures (ESM) database and templates for the audit program.

#### **Other Regulatory Services Business Units:**

- Provide advice and assistance to all customers on matters relation to the Planning & Regulatory Services Business Unit;
- Answer telephone calls for other areas in the Planning & Regulatory Services Business Unit;
- Contribute to the daily operations of the Planning & Regulatory Services Business Unit to ensure a flexible, prompt and responsive service provision to all customers, internal and external.

#### **General:**

- Undertake other administrative duties including word processing, records management, file creation and management, statistics collation, updating forms and information resources, meeting agendas, minutes and filing;
- Source quotes as directed, raise purchase orders, assist with budget preparation and reporting as requested;
- Contribute to the development and maintenance of effective channels of communication within the Unit and other departments;
- Carry out all other duties, as directed which are within the limits of skills, competence and training.

#### **Extent of Authority**

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- Responsible for providing efficient and effective customer service, word processing and administrative support within a team environment ;
- Operates according to Council policies, procedures and specific guidelines, and relevant legislation;
- Authority to determine priorities for the day-to-day administration of the position;
- Accountable for the efficient flow of documentation and information;
- Accountable for the confidentiality of all documents and information within the control of the position;
- Commit to and adhere with Councils Child Safe Requirements.

## Judgement and Decision Making

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- Judgement and decision-making is limited by Council policy and procedures;
- Expected to prioritise routine daily functions to co-ordinate with specifically allocated tasks;
- Guidance and advice is always available from the Manager Planning & Regulatory Services, and others staff within the Unit and in accordance with Council policies and corporate objectives.

## Specialist Skills and Knowledge

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- Demonstrated experience in the performance of high quality administrative support;
- A high level of proficiency and accuracy in the use of a personal computer including word processing, spreadsheets and associated software;
- Well- developed literacy, numeracy and verbal communication skills, including the ability to draft basic correspondence on matters relating to the Unit as required;
- Excellent attention to detail in the preparation of documents and delivery of processes;
- Strong customer service skills and focus, in particular the ability to communicate with the public and Council at all levels;
- Understanding of the workings of the Unit and an appreciation of the role that the Unit plays in the broader Organisational and political context of the Council in order to be able to respond to customer enquiries regarding Council policies, procedures and projects relating to the Unit and the position;
- Understanding of, and ability to comply with, Council's policies.

## Management Skills

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- Ability to effectively plan, organise and manage own time, to achieve targets within a set timetable;
- Ability to adapt to change and be innovative;
- Ability to work in a methodical, well -structured manner and without supervision;
- Comply with systems and policies to ensure a safe work environment.

## Inter-personal skills

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- Excellent public relations skills, including the ability to establish a positive rapport with both public and staff including in difficult situations and on complex/sensitive issues;
- Preparedness to seek assistance and advice when uncertain of the correct solution to an issue;
- Ability to work proactively and harmoniously in a team environment ;
- Enthusiasm and willingness to learn;

- Ability to show initiative in approach to all aspects of the position.

### **Compliance with Legislation and Policies**

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- Adhere to all current relevant codes of conduct and legislative requirements including:
  - Southern Grampians Shire Council Policies and Procedures;
  - Southern Grampians Shire Council Staff Code of Conduct;
  - Privacy and Data Protection Act 2014 (Vic);
  - Equal Opportunity Act 2010 (Vic);
  - Occupational Health and Safety Act 2004 (Vic);
  - Government/Industry Codes of Conduct;
  - The Southern Grampians Shire Council Enterprise Agreement; and
  - The Municipal Emergency Management Plan.
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
- Responsible for ensuring the security of Council's assets under the Officer's control;
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

### **Key Selection Criteria**

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The employee will demonstrate the following:

- Demonstrated experience in the provision of administrative support including the ability to record accurate notes, write notes, draft correspondence and filing;
- Excellent customer service skills and a demonstrated commitment to customer service including public education and problem solving;
- Excellent verbal and written communication skills including a high level of experience in computer usage, including Microsoft Office applications;
- Demonstrated ability to quickly adapt to new situations, show initiative and positively respond to challenges and strive for continuous improvement in service provision;
- Ability to be an effective team player, along with the ability to work cooperatively and positively in a sensitive and confidential environment;
- Qualifications and experience in administrative support and/or Local Government, particularly in a regulatory environment;
- May require Working With Children Check.

## Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

SGSC: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_