

# BUSINESS SUPPORT OFFICER (PLANNING AND COMMUNITY DEVELOPMENT)

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## POSITION DESCRIPTION

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## 1. ORGANISATIONAL RELATIONSHIP

<b>Reports to:</b>	Director Planning and Community Development
<b>Department:</b>	Planning and Community Development
<b>Number and Title:</b>	Business Support Officer (Planning and Community Development)
<b>Classification:</b>	Level 5
<b>Position Location:</b>	Kununurra Administration Office (20 Coolibah Drive, Kununurra)
<b>Supervises:</b>	Nil
<b>Internal Liaison:</b>	Chief Executive Officer Councillors Directors All Shire staff
<b>External Liaison:</b>	State and Federal Government Departments Private Sector Organisations Stakeholders in the community Residents, Ratepayers and General Public
<b>Extent of Authority:</b>	Works within the confines of standards and procedures under the supervision of the Director Planning and Community Development.

## 2. POSITION OBJECTIVE

Reporting to the Director Planning and Community Development, the objective of this position are to provide a wide range of high quality, customer focused and efficient administrative and support services to the Director Planning and Community Development and the Directorate's work area to achieve its business objectives.

This position supports the Director Planning and Community Development for the purpose of ensuring that the directorate meets its organisational responsibilities with respect to compliance and performance monitoring and measurement, including how the directorate interacts with Council.

The occupant of this position is required:-

- To understand and work towards achieving the Shire's Vision, Mission and Commitment Statements;
- To behave in a professional, supportive manner and cooperate with fellow Officers; and
- Support behaviours which comply with the Shire's values and strive towards a high standard of service delivery to the organisation and the community.

### 3. KEY RESPONSIBILITIES

The Business Support Officer (Planning and Community Development) is primarily responsible for:

- Providing high quality administrative support to the Director Planning and Community Development and the Directorate's areas of responsibility including:
  - Regulatory Services (Building, Environmental Health, Planning);
  - Community Development;
  - Recreation and Leisure; and
  - Integrated Planning and Reporting
- Managing the coordination, preparation and quality of all incoming and outgoing communications and correspondence;
- Coordinating and managing the diary and email communication for the Director;
- Organising regular meetings within the directorate and adhoc meetings as required;
- Working with the Directorate team to implement and optimise procedures and processes as necessary;
- Managing the departments' inboxes;
- Providing administrative support for the purpose of managing the directorates compliance function with respect to the processing of applications for approval;
- Assisting with the entry and finalisation of reports to Council;
- Monitoring of work flows including weekly reports;
- Processing of invoices, including coordination of the directors credit card expenses;
- Ensure that tasks are completed effectively, efficiently, at a high quality and in accordance with agreed timeframes;
- Assist with front line customer enquiries (counter and telephone) for the Directorate including the dissemination of relevant information;
- Provide information on building, planning and health on a particular property for the purpose of land purchase enquiries and request for retrieval and research within the specified timeframes;
- Provide required documentation to the Valuer Generals Office;
- Maintain and update departmental registers and Synergy modules;
- Maintain and update work instructions as required;
- Assist in the preparation of information to incorporate into annual reports, monthly Council Reports and other reports as required;
- Compliance with all relevant safety policies and procedures to ensure the safety of self and others; and
- Any other reasonable duties as directed by the Director Planning and Community Development and/or line management within known skills, knowledge and capabilities.

### 4. SELECTION CRITERIA - SKILLS, KNOWLEDGE, ATTRIBUTES AND EXPERIENCE

Essential:

- Well-developed administration skills and experience;
- Well-developed public relation skills and a commitment to deliver a high level of customer service;

- Sound time management skills including the ability to plan and organise own work, prioritise tasks, achieve set and agreed performance and service standards, meet deadlines and work with minimal supervision;
- Demonstrated verbal and written communication skills in order to prepare detailed reports and correspondence;
- Demonstrated ability to contribute and work in a diverse and challenging team environment; and
- Proven experience in using personal computers and range of software applicable to general administrative functions including Microsoft Office software.

Desirable:

- Working knowledge of matters dealt with by Local Government;
- Experience in the development and implementation of policies, organisational directives and work instructions; and
- Knowledge of the local government software system Synergy Soft.

## 5. SELECTION CRITERIA - QUALIFICATIONS/LICENCES

Essential:

- Formal Business Administration Qualifications (minimum certificate 3 level) and/or equivalent industry experience.

Desirable:

- Current unrestricted WA 'C' Class Driver's Licence.

## 6. AUTHORISATION AND ACKNOWLEDGEMENT

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Employee Name:	
Employee Signature:	
Date:	

(to be signed by occupant upon appointment to position or amendment to Position Description)