

Job Specification:

Development Administration Officer (Parental Leave Contract)

The Opportunity:

Council is seeking a versatile, enthusiastic individual to join our administrative team supporting the Development and Regulatory Services Department. The role is offered on a fixed-term contract basis until 24 April 2025 for a period of parental leave.

In this role, your ability to provide superior customer service and work efficiently and flexibly in a fast paced environment while being a supportive team member will be key.

Duties will include:

- Assisting the Development Administration team in providing the first point of contact within the Department for enquiries and applications, face to face, phone, email, together with enquiries from the general public for referral to appropriate staff.
- Providing administrative support to meet the customer service and administration requirements of the Development & Regulatory Services Department, including Records Management.
- Working with Team Leader Development Administration and others on improvements to procedures and work practices which relate to customer service and administrative matters.
- Providing support with receipt and processing of all applications submitted to the Department including invoicing and input into Property and Rating system.
- Under direction, updating the Development & Regulatory Services information contained on Council's webpage.
- Provide back-up administrative support for the development administration team.
- Processing Building Record search applications.
- Providing support with collation and extracting Department statistics for various reporting mechanisms.
- As part of the broader Council team, support administrative staff in other areas during peak periods or absences.

What you need to succeed:

You will be enthusiastic, with a willingness to learn and to contribute within a team environment. You will have an eye for detail and will place a high value on providing quality customer service. You understand the importance of effective communication and the ability to problem solve and use this to your advantage when working under pressure in an environment that has shifting priorities.

What we will offer you:

This position is based at Council's offices at Westbury, a short 25 minute drive from the city of Launceston.

The remuneration package includes the following and will be negotiated according to qualifications, skills and experience:

- The position is offered as a fixed-term contract until 24 April 2025 on a full time basis, however candidates interested in a flexible work arrangement or a part-time position are invited to apply,
- Annual salary will be negotiable depending on experience within a range of \$58,777 to \$63,654 (Pro-rata for part time and increasing by 3.8% from 8 July 2024), in accordance with Council's Enterprise Agreement 2022,

- Superannuation - Council will pay an additional 3.5% above the amount required by the Superannuation Guarantee legislation (total amount currently 14.5%) in accordance with Council's Enterprise Agreement 2022;
- On occasions, there may be a requirement to work outside standard office hours. Appropriate arrangements will be put in place where this is required in accordance with Council's Enterprise Agreement.
- A qualifying period of six months will be applicable to this position;

Other employment conditions and benefits include:

- Standard annual and personal leave entitlements, with payment of leave loading on annual leave;
- Long service leave is based on 10 years continuous service, with pro rata access available after seven years of continuous service;
- One hour per month health and wellbeing activity leave;
- Four hours per six month period volunteering activity leave;
- Ongoing professional learning and development opportunities;
- A range of progressive Health and Wellbeing Services including onsite gymnasium, wellbeing activities & initiatives, and access to an Employee Assistance Program for employees and their immediate families;
- Genuine demonstrated commitment to flexible work arrangements;
- Reward and recognition of service milestones.
- Free on-site parking.

As an organisation we are committed to maintaining our *Employer of Choice* status.

Selection Criteria:

In addressing the selection criteria please use relevant examples of how you believe you meet or have the potential to meet these requirements.

1. Appropriate qualification and/or previous work experience in customer service or business administration.
2. Demonstrated ability to deliver high level customer service and administrative support to internal and external stakeholders.
3. Demonstrated capacity to learn specialised knowledge quickly and accurately, particularly administration.
4. Experience with problem solving, researching and collating information to support professional, efficient and effective service delivery.
5. An ability to cope with pressure, prioritise tasks and maintain a high level of attention to detail and accuracy.
6. Demonstrated high level computer skills including experience with customised systems, Microsoft Office applications and advanced use of the internet and email systems.
7. Willingness to work as part of a team to collaborate and provide effective and efficient customer service and administrative services and solutions.

Learn more:

All enquiries should be directed to Michelle White, Team Leader Development Administration on 03 6393 5327 or email michelle.white@mvc.tas.gov.au

How to apply?

To be considered for the position, all applications must include four (4) documents:

- Application form;
- Covering letter;
- Current resume; and
- Statement addressing the Selection Criteria (maximum of two pages).

Applications should be forwarded to the attention of the Human Resources Officer:
recruitment@mvc.tas.gov.au

Applicants are encouraged to apply at their earliest convenience. Council will remove this advertisement if the position is filled.

As part of the recruitment process, a pre-employment check may be conducted in line with requirements of the position to ensure candidates can meet the inherent requirements of the role.

Applicants should note that for a period of 12 months from date of publication, this selection process may be used to fill subsequent or similar full time and part time vacancies.

POSITION DESCRIPTION

Development Administration Officer

Development & Regulatory Services Department

August 2022

POSITION CONTEXT

The Development Administration Officer is part of the Development & Regulatory Services Department which is responsible for implementing statutory regulation for well-planned and supported communities, in particular property related statutory planning, building, plumbing permits, environmental health, 337 property certificate's, animal control, fire abatement and other hazards which arise under legislative provisions managed by Local Government. The Department also carries out specific projects for strategic land use planning and urban design. High quality customer service, both external and internal, and meeting regulated and organisational timelines is a focus. This Department has a close alignment with Infrastructure Services Department which has responsibility for planning and delivery of built structures throughout Meander Valley i.e. roads, bridges, buildings, parks and playgrounds, for sustainable and strategic planning projects.

The Development Administration Officers work closely and flexibly with the Team Leader Development Administration and the Development and Regulatory Services Team to deliver the administrative functions across the Department.

ORGANISATIONAL RELATIONSHIPS

Reports to the Team Leader Development Administration.

Direct Reports: Nil.

KEY CHALLENGES

- Primary point of contact for customers making enquiries about potential or existing developments.
- Processing large volumes of data accurately within legislative timeframes.
- Supporting multiple officers within the Department and managing competing needs.
- Dealing with aggrieved parties as they relate to investigations and non-compliance.

PRIMARY RESPONSIBILITIES

- Provide the first point of contact within the Department for enquiries and applications, face to face, phone, email, together with enquiries from the general public for referral to appropriate staff.
- Provide administrative support to meet the customer service and administration requirements of the Development & Regulatory Services Department, including Records Management.

- Work with Team Leader Development Administration and others on improvements to policies, procedures and work practices which relate to customer service and administrative matters.
- Prepare 337 Certificates based on available Council records, including seeking clarification from Council Officers for matters which are unclear or where only partial information exists and ensure Certificates are completed within legislated timeframes.
- Receive and process all applications submitted to the Department including invoicing and input into Property and Rating system.
- Undertake updates and revisions to the Development & Regulatory Services information contained on Council's webpage.
- Collate and extract Department statistics for various reporting mechanisms.
- Receive event notification forms, coordinate referrals to responsible officers and ensure a timely response to applicants.
- Assist Director Development & Regulatory Services in researching information on department matters.
- As part of the broader Council team, support administrative staff in other areas during peak periods or absences.

ALL STAFF RESPONSIBILITIES

- Compliance with all Council policies and procedures that may be varied from time to time.
- Ensure that all work is undertaken in accordance with Council's Safety Systems and relevant legislation.
- Carry out all responsibilities in accordance with Council's values.
- Adhere at all times to the Tasmanian *Local Government Act 1993*, the current Workplace Agreement and any other specific legislation or professional standard that relates to the role.

QUALIFICATIONS, KNOWLEDGE, SKILLS & ABILITY

1. Minimum Certificate III in business administration (or a commitment to work towards qualification) and previous work experience in business administration or customer service.
2. Demonstrated ability to deliver high level customer service to internal and external stakeholders.
3. Sound understanding of customer service excellence principles and evidence of practice of these.
4. Demonstrated capacity to learn specialised knowledge quickly and accurately, particularly administration.
5. Experience with problem solving, researching and collating information to support professional, efficient and effective service delivery.
6. An ability to cope with pressure, prioritise tasks and maintain a high level of attention to detail and accuracy.
7. Excellent communication, negotiation and conflict resolution skills.
8. High level computer skills including experience with customised systems, high level Microsoft Office applications and advanced use of the internet and email systems.
9. Willingness to work as part of a team to collaborate and provide effective and efficient customer service and administrative services and solutions.

ATTACHMENTS

1. Council's Behaviours: 'The Way We Work Together'
2. Organisational Structure

The way we work together.

01. **We work as a team, value each other's contribution and are accountable for our work.**
 - We own tasks to completion and ask for help where needed
 - We engage in respectful conversations in the workplace, showing kindness to each other
 - We collaborate and value the input of everyone
 - We communicate openly with transparency, honesty, whilst respecting confidentiality
 - We demonstrate respect, trust, support and we encourage others
02. **We support each other's roles to deliver the best outcomes for our customers and community.**
 - We will take the time to understand who does what and connect customers to the right area
 - We are focussed on our customers and the community's needs
 - We make decisions that are informed, considered and consistent
 - We are willing to try new things, be open to new ideas, and are not afraid to fail
03. **We are supported, trusted, and empowered to do our work.**
 - We are focussed on positive interactions and will provide constructive, respectful feedback
 - We are appreciative of others and accommodate different ways of working
 - We support an environment where people feel safe to share their ideas
 - We celebrate our achievements
04. **We value open and transparent communication to keep each other well informed.**
 - We share relevant information clearly and provide regular updates in a relatable way
 - We actively listen to everyone and consider different points of view
 - We vary our communication to suit the audience
 - We are authentic and genuine in our words and actions
05. **We operate in an environment where people feel connected.**
 - We are inclusive, welcoming and make an effort to build relationships
 - We recognise, accept and value diversity
 - We will proactively address issues as they arise
 - Problems are shared and solved jointly
 - We accept and learn from our mistakes



Organisational Structure

