

Group:	Planning and Compliance	Department:	Development Assessment
Position Grade:	9	Reports to:	Manager Development Assessment
Last review:	May 2022	Next review:	May 2024
		Version No.:	1.0

Position purpose:

To provide professional administrative and business support to the Development Assessment Department.

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing high-quality administration support within Development Assessment (in particular to the Manager Development Assessment, Coordinator Development Assessment and Coordinator Land Development), to optimise the overall effectiveness of the Development Assessment Department, this includes, but is not limited to:-
 - Managing correspondence through Trim and Pathway for customer, Mayoral, Councillor, and Members of Parliament requests, on their behalf.
 - Scheduling meetings and ensuring their time is effectively balanced and managed.
 - Screening telephone calls and enquiries on their behalf, as directed.
 - Coordinating and distributing all incoming and outgoing mail.
 - Administering Purchase Orders, Purchase Requisitions and other routine Technology One transactions.
 - Preparing correspondence/forms for the Manager Development Assessment, Coordinator Development Assessment, and Coordinator Land Development, ensuring it has been checked for accuracy and content.
 - Developing, maintaining, and monitoring administrative systems, as required.
 - Delegating and monitoring correspondence from the office of the Chief Executive Officer, Director Planning and Compliance, Mayor, Councillors and Members of Parliament, as well as actions from Councillor Briefings, actions from Council resolutions, Notices Of Motion, Questions With Notice, and drafting or reviewing correspondence to ensure accurate and timely responses.
 - Producing professionally presented documents using high level computer skills in word processing, spread sheets and PowerPoint.
 - Ensuring an effective working relationship between the Chief Executive Officer, Director Planning and Compliance, Executive Assistants, Manager Development Assessment, Coordinator Development Assessment, Coordinator Land Development, and staff.
 - Co-ordinating catering and room bookings for Development Assessment Department meetings.
- 2) Exercising discretion, sensitivity, and confidentiality.
- 3) Creation of purchase requisitions, and processing of purchase orders.
- 4) The provision of timely, accurate and grammatically correct word processing and data entry of documents and information in accordance with appropriate administrative standards.
- 5) The provision of administrative and record keeping systems and procedures to support the Development Assessment Department.
- 6) Sound time management and organisational skills, with demonstrated experience in managing competing priorities, levels, and volumes of work.
- 7) Meeting the needs of customers (internal and external), to project and promote the image of Council as an efficient, competent, and courteous organisation.
- 8) Ensuring internal and external stakeholder expectations are met through prompt, courteous and accurate handling of enquiries.
- 9) Facilitating the resolution of customer enquiries/complaints in a tactful, courteous, and effective manner.
- 10) Ensuring that all enquiries are answered in a timely manner, as per Council's policies.
- 11) Reviewing procedures to ensure a high level of development outcomes are maintained.
- 12) Ensuring Council's policies are observed and implemented and ensure policies are reviewed as needed and are in accordance with relevant legislation.
- 13) Providing timely appropriate and accurate advice to the Manager Development Assessment, Coordinator Development Assessment and Coordinator Land Development.
- 14) Recognising the importance of, and contribute to teamwork through cooperation, communication, sharing of relevant information, and provision of responsive accurate advice across the Development Assessment

department and Council.

- 15) Receiving customer feedback on the Development Assessment process and the delivery of Council's development services.
- 16) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks, and issues to Coordinator Development Assessment in a timely manner.
- 17) Ability to work flexible hours to achieve and complete required tasks.
- 18) Other duties as directed by the Manager Development Assessment, Coordinator Development Assessment, and Coordinator Land Development, that are within the scope of your skills, competence, and training.

Decisions made in the position:

- 1) Prioritising work to meet competing deadlines.
- 2) Financial delegation and Credit Card use within the scope of CEO approval.
- 3) Improvement of processes and systems within the Development Assessment Department.
- 4) Time management, particularly in relation to the Manager Development Assessment, Coordinator Development Assessment and Coordinator Land Development.
- 5) Preparation of responses relating to Trim documentation and Pathway requests.

Decisions referred:

- 1) Actioning Financial transactions on behalf of the Manager Development Assessment.

Key issues/challenges:

- 1) Provide high level, reliable and timely administration support to the Manager Development Assessment, Coordinator Development Assessment and Coordinator Land Development.
- 2) Ensure administrative tasks are completed within the specified timeframe.
- 3) Ability to work autonomously and as part of a team.
- 4) Ability to make decisions, multi-task and achieve results under pressure.
- 5) Highly developed interpersonal skills that foster the cooperation of others.
- 6) Highly developed skills in report and letter writing.
- 7) Meeting conflicting deadlines in a timely manner.

Key working relationships:

Internal

- Director Planning and Compliance and Director's Executive Assistant.
- Manager Development Assessment.
- Coordinator Development Assessment and Coordinator Land Development.
- Development Assessment staff.
- Customer Liaison Officers.
- Other Council Staff.

External

- Government Agencies.
- Development Industry.
- Business and Community Groups.
- Residents.
- Individual Applicants.
- Various Professional Consultants.

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA
Qualifications/Licences
<ul style="list-style-type: none"> • Certificate in Administration or demonstrated business support experience.
Experience
<ul style="list-style-type: none"> • A minimum 4 years' experience in a Business Support Role. • Time management/calendar management experience. • Demonstrated experience in providing efficient and effective customer service. • Experience in working in a confidential environment. • Demonstrated experience in reviewing, streamlining, and establishing systems and procedures. • Proven ability to prioritise own workloads, whilst balancing competing tasks with a focus on attention to detail. • Demonstrated experience to undertake and complete allocated tasks in a timely, accurate and grammatically correct manner. • Demonstrated experience in word processing and the use of Microsoft Office software programs including Word, Excel, Powerpoint, and data entry. • Experience in handling complex enquiries and complaints for both internal and external stakeholders. • Experience working both independently and in a multi-disciplined team environment. • Demonstrated experience in making decisions regarding administration systems and procedures. • Experience in customer service both over the phone and face to face.
Knowledge and Skills
<ul style="list-style-type: none"> • Knowledge of Occupational Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity. • Strong written and verbal communication and customer service skills, with a commitment to improvement. • An understanding of record management procedures and ability to utilise record management systems. • A willingness to undertake continuing professional development, as appropriate. • Conflict resolution skills and problem-solving abilities. • Effective negotiation skills with the ability to diplomatically resolve a situation with a positive outcome. • High level of computer literacy and ability to adapt to new systems/programs.
DESIRABLE CRITERIA
Qualifications/Licences/Experience/Knowledge and Skills
<ul style="list-style-type: none"> • Demonstrated research, analytical and minute taking skills. • Knowledge of Local Government processes and procedures and experience in Local Government. • Demonstrated experience in utilising systems such as Pathway, HPE Content Manager/TRIM, GIS and Technology 1. • Ability to understand both internal and external stakeholder needs and develop suitable processes and procedures to ensure customer satisfaction. • Current NSW driver's license. • General knowledge of development assessment and planning.

**LIVERPOOL
CITY
COUNCIL**



Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous