

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Planning Support Officer	
CLASSIFICATION	LOCATION
Band 5	Phoenix Building
DEPARTMENT	DIVISION
Development Facilitation	Development & Growth
Ballarat City Council Enterprise Agreement No. 8 2019	

Position Objectives

The position of Planning Support Officer Band 5 is vital to assisting the Unit provide Statutory Planning services. Responsibilities include managing ingoing and outgoing correspondence as well as the day-to-day administrative functions of the team.

The key position objectives are:

- To provide effective, good quality and efficient administrative and clerical support for the Statutory Planning Unit.
- To provide a high quality of customer service to Unit customers via telephone and email.
- To provide effective administrative and clerical support to the Manager, Statutory Planning, planning Officers and the subdivisions Officer
- Manage the administrative functions of the planning assessment process
- Identify and lead on process improvement initiatives relating primarily to administrative systems and processes but also with regard to broader team systems and processes.
- Monitor systems improvements and act as the key point of contact for internal stakeholders with regard to updated and new systems and processes.

Key Responsibility Areas

- Undertake general word processing of planning permits, certificates and other documentation using Word and Unit and Corporate data bases and systems as required.
- Provide clerical and general administrative support to the Manager, Statutory Planning, planning officers and the subdivisions officer. The incumbent will be called upon from time to time to fill in for the subdivisions officer and to undertake duties within the scope of their training, experience, knowledge, and abilities.
- Assist in the general clerical functions of the Statutory Planning Unit including the electronic management of files and systems and the provision of written advice in response to customer queries.
- Providing support to the Manager Statutory Planning in preparing and monitoring financial orders/invoices. Preparation of basic monthly budget performance reports and discussions with Finance in relation to journals and other related issues in consultation with the Manager Statutory Planning.
- Identify, lead on and monitor system and process improvements to ensure the adequate functioning of the Unit. This might include the identification of systems and processes not currently in place as a means of improving service delivery.

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REPORTS TO:

Manager, Statutory Planning

DIRECT REPORTS:

Nil however will be called upon to lead process improvements as identified by the Unit

ORGANISATIONAL RELATIONSHIPS

Internal:

Statutory Planning staff, Heritage Advisor, Other Council departments as relevant to primary duties of role and identified process improvements

External:

Customers of Council, Statutory Authorities

ORGANISATIONAL RELATIONSHIPS

Accountability and extent of authority

- Responsibility for the provision of efficient and effective administrative support to the Statutory Planning Unit.
- In providing any customer service, provide information pertaining to planning matters within the incumbent's level of knowledge and experience Accountable for the efficient flow of documentation and accurate information recording and filing as required.
- Accountable for the confidentiality of all section related documents within the control of the position.
- Accurate and prompt financial management (Unit orders) using Council financial systems.
- Accountable to the Subdivision Officer position in relation to the day-to-day administrative assistance with the provision of subdivision services.
- Identify, lead and monitor systems and process improvements as necessary to enable the high-level functioning of the Unit. This includes being accountable for the delivery of updated and new systems and processes and their ongoing management as well as acting as the Council wide point of contact for these systems/processes.

Judgement and decision making

- Prioritise daily routine functions to co-ordinate with specific allocated tasks.
- Must display discretion and confidentiality in dealings with members of public.
- Utilise corporate systems, processes and standards for the handling of all documentation
- Initiate required systems and process improvements in consultation with the Manager, Statutory Planning and Unit.
- Obtain advice from others for more technical matters outside the level of experience and knowledge of the incumbent.
- Utilise corporate systems, processes and standards for the handling of all financial responsibilities.
- Show initiative in approach to all aspects of the position and seek advice of any other Council Officer for the purpose of fulfilling their duties and responsibilities.

Specialist skills and knowledge

- Ability to type at a reasonable speed (WPM) without compromising the higher level of accuracy required.
- Excellent knowledge of relevant IT word processing and document management systems
- Well-developed communication skills (both oral and written) sufficient to achieve the objectives of the position including the ability to prepare correspondence where required.

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- Excellent customer service skills.
- Understanding of Corporate financial management system.
- Understanding of external systems and processes which could be implemented to improve service delivery

Management skills

- Ability to effectively plan, organise and manage personal time to achieve targets within a set timetable in a busy work environment.
- Ability to effectively manage filing systems.
- Ability to monitor and manage financial orders
- Ability to deal with multiple demands and work with minimal supervision and to seek advice and assistance from others when required.
- Ability to lead others in the delivery of system and process improvements

Interpersonal skills

- Excellent verbal communication and customer skills.
- Ability to gain cooperation and assistance from other employees and the public.
- Sensitivity and discretion with confidential issues.
- Ability to discuss and resolve problems within scope of responsibilities.
- Possess a tactful, personable and courteous attitude.
- Demonstrate initiative and enthusiasm and a capacity to learn technical processes.
- Be a team player, including assisting other staff members during busy workload periods.
- Use initiative to identify and implement improvements as required in consultation with relevant stakeholders

Qualifications and experience

- Minimum of VCE or equivalent
- Excellent word processing skills (WPM and high degree of accuracy) and computer literate in a range of document producing packages.
- Demonstrated customer service experience in an office environment.
- Experience in local government and in a planning administration role.

SELECTION CRITERIA

- Minimum of VCE or equivalent
- Possession of excellent word processing skills and working knowledge of relevant software packages
- Possession of excellent verbal communication and customer service skills.
- Demonstrated experience in a customer service and office administration role including financial (orders) management.
- Excellent interpersonal skills consistent with the position description requirements.
- Ability to quickly adapt to new situations, show initiative and positively respond to challenges and strive for continuous improvement in service provision.
- Experience in a planning administration role.
- Good working knowledge of systems and processes applicable to an office environment designed to improve efficiencies and service delivery.