

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Administration Officer Regulatory Services	
CLASSIFICATION	LOCATION
Band 4	Phoenix Building
DEPARTMENT	DIVISION
Regulatory Services	Development and Growth
AGREEMENT	LOCATION

Position Objectives

- To deliver as part of a team, high quality administrative functions and support across the Regulatory Services Units of Environmental Health, Animal Services, Traffic Amenity, Compliance, Parking Infrastructure & School Crossings, and Building Services in accordance with established procedures and statutory requirements.
- To ensure the efficient and effective management of Regulatory Services statutory registers.
- To provide the first point of contact and customer service point for the department, providing initial advice and appropriate referral.

Key Responsibility Areas

- Carry out general inputting/updating of information on relevant Council data bases;
- Maintain documentation including applications, permits, licences, certificates and other records as required;
- Maintain registers with respect to Council's statutory requirements;
- Process infringement appeals and monitor the infringement process in accordance with set procedures.
- Undertake word processing of reports, letters, minutes and the like; attend to routine correspondence in support of the Regulatory Services team's legislative responsibilities in a professional and timely manner.
- Provide accurate information and advice in response to enquiries including determining the appropriate referrals.
- Report Health and Safety hazards and incidents as soon as possible and constructively participate in implementing corrective actions.
- Actively contribute to team outcomes and objectives.

CORPORATE RESPONSIBILITIES

Comply with all Council policies, procedures and guidelines including those relating to Occupational Health and Safety, Equal Opportunity (including harassment and bullying), Privacy, Child Safe and Code of Conduct.

From a Health and Safety perspective the City of Ballarat requires the following:

All Employees and Volunteers

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.

REPORTS TO:

Team Leader Regulatory Services Admin/Tech Support

DIRECT REPORTS:

N/A

POSITION DESCRIPTION

ORGANISATIONAL RELATIONSHIPS

Internal:

- Council Staff

External:

- General public
- Businesses
- State Government agencies and departments
- Community groups
- Other municipalities
- Customers of Council
- Legal Practitioners
- Other Local Government Authorities

Accountability and Extent of Authority

- Accountable to the Team Leader Regulatory Services Admin/Tech Support for the performance of duties within this position description.
- Provision of efficient and effective administrative support to all units within the Regulatory Services team.
- Input and maintenance of registrations / permits / infringement notices and other records as required into the Council system.
- Provision of accurate and timely specialist advice to proprietors, customers and internal officers consistent with established procedures and legislative process.
- Authorised to make purchases in line with Council's purchasing policy and financial delegation.
- Functions as delegated under various legislation *i.e. the receipt of legal documentation.*

Judgement and Decision Making

- Exercise discretion and confidentiality in dealings with members of the public.
- Show initiative in approach to all aspects of the position and seek advice from other Council Officers for the purpose of fulfilling duties and responsibilities.
- Apply knowledge and use initiative and judgement in assessing and determining the most suitable approach to deal with enquiries, including escalation and/or referral to an appropriate person.
- Prioritise routine functions to coordinate with specific allocated tasks.

Specialist Skills and Knowledge

- Working knowledge of the various responsibilities of the Environmental Health, Animal Services, Traffic Amenity, Compliance, Parking Infrastructure & School Crossings, and Building Services and a broad understanding of the wider organisations to enable initial response to customer enquiries.
- Knowledge of or ability to learn basic legislative principles, processes and requirements in relation to the Environmental Health, Animal Services, Traffic Amenity, Compliance, Parking Infrastructure & School Crossings, and Building Services units.
- Ability to prepare quality correspondence.
- Understanding and working knowledge of Office 365 software including Word, Excel, SharePoint and other database applications.
- Well-developed oral and written communication skills, to enable achievement of the objectives of the position.
- Ability to use various office tools including telephone, fax, printer, and photocopier in the efficient exercise of reception and administration duties.

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Management Skills

- Ability to effectively plan, organise and manage personal time to achieve targets within a set timetable.
- Ability to maintain accurate record systems for required registrations and permits.
- Ability to be thorough and detail focused when undertaking investigative work.
- Ability to prioritise tasks and deal with multiple demands using judgement and discretion in the escalation and referral to appropriate staff.

Interpersonal Skills

- Possess a tactful, personable and courteous attitude.
- Good communication skills, both oral and written.
- Excellent conflict resolution and negotiation skills to enable the effective management of difficult people.
- Organised and proactive, with a commitment to quality customer service.
- Ability to work within and contribute to team outcomes.
- Ability to gain cooperation from proprietors and community members.

Qualifications and Experience

- Previous experience in an administrative role, ideally within a regulatory environment or industry with transferable skills.
- Demonstrated proficiency in the use of computers and information technology.
- High level communication and conflict resolution skills
- Demonstrated ability to investigate and analyse data with a high level of attention to detail.

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Substantial experience in providing administrative support in a team environment.
- Excellent verbal and written communication skills using a range of methods, including face to face, telephone, email, minute taking and written correspondence.
- Excellent conflict resolution and customer service skills.
- Proficiency in the use of personal computers and IT systems for input of and management of data, such as that of a corporate nature.
- High level of attention to detail to ensure accuracy in all work produced.
- Demonstrated ability to work cooperatively with teams and individuals across a range of service provision.

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Knowledge and understanding of health and safety issues relevant to work activities and work area and their effective management.

City of Ballarat Core Values

<p>We are honest and transparent</p> 	<p>We are accountable</p> 	<p>We value everyone</p> 	<p>We work with and for our community</p> 	<p>We work together</p> 
<ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. 	<ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. 	<ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. 	<ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. 	<ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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