

# POSITION DESCRIPTION

<b>POSITION</b>	<b>POSITION NUMBER</b>
Development Facilitation Project Support Officer	1239
<b>CLASSIFICATION</b>	<b>ANZSCO CODE</b>
Band 4	561999
<b>DEPARTMENT</b>	<b>DIVISION</b>
Development & Growth	Development Facilitation
<b>AGREEMENT</b>	<b>LOCATION</b>
Ballarat City Council Enterprise Agreement No. 8, 2019	The Phoenix

## Position Objectives

This position is responsible for providing administration assistance across Development Facilitation, providing high-quality administrative, customer service and collaboration across the Strategic Planning, Sustainable Growth and Statutory Planning units.

The key position objectives are:

- Provide effective, quality and efficient administrative and clerical support across the Development Facilitation team.
- Ensure that a high level of administrative support is provided to the team to meet or exceed, customer expectations consistent with Council's customer service commitments.
- Establish and maintain strong and effective working relationships with key internal and external stakeholders to ensure effective and efficient business practices are followed.

## Key Responsibility Areas

- Provide assistance to the strategic planning team in managing the 'Amendment Tracking System (ATS) as required.
- Provide administrative support to strategic planning and sustainable growth teams at particular project milestones, including exhibition periods, recording of submissions, preparation for panel hearings and assistance with project enquiries.
- Provide executive support to various project control groups and project steering committees which are run by Development Facilitation, including meeting organisation, agenda preparation, and compiling and distribution of meeting minutes as requested.
- Undertake general word processing and other administrative tasks such as filing, scanning, mail outs, and document management as required by Strategic Planning, Sustainable Growth and Statutory Planning units.
- Payment of invoices and assist business unit members with financial processes
- Coordinate and maintain a library database and cataloguing system for planning publications and amendments.
- Support the team with small internal projects as required including the receipt and processing of amendment submissions and preparing panel folders.
- Assist business unit members to prepare communications for the community such as key information sheets, strategy documents and webpage updates.
  - *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.

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REPORTS TO:	DIRECT REPORTS:
Executive Manager Development Facilitation	N/A
ORGANISATIONAL RELATIONSHIPS	
Internal: All Council Staff	External: General Public Advisory Committee members Developers Government Departments and Agencies

This position involves providing administrative support to the Development Facilitation team. The day to day reporting is to the Executive Manager Development Facilitation who will determine overall work priorities however day to day tasks may be assigned by other business unit members.

## Accountability and Extent of Authority

- Responsibility for the provision of efficient and effective administrative support to the Development Facilitation team.
- Accountable for the efficient flow of documentation and accurate information recording and filing (including TRIM recording) as required.
- Accountable for administering the business unit's invoices and payments, under the direction of Executive Manager Development Facilitation.
- Accountable to the Managers Strategic Planning, Sustainable Growth and Statutory Planning for performance of duties.
- Accountable for the provision of accurate advice to customers.
- Maintain confidentiality of all relevant documents, discussions and activities.
- Complete administrative tasks, in line with specific guidelines, with the scope to use established processes and procedures as deemed appropriate

## Judgement and Decision Making

- Utilise corporate systems, processes and standards for the handling of all documentation (i.e. TRIM).
- Show initiative in approach to all aspects of the position and seeks advice of any other Council Officer for the purpose of fulfilling their duties and responsibilities.
- Freedom to act within business unit's policies and procedures, and advice from manager is always available.
- Prioritise daily routine functions to co-ordinate with specific allocated tasks
- Utilise judgement to prioritise daily routine functions along with specific allocated tasks to achieve work targets

## Specialist Skills and Knowledge

- Proficiency in Word for Windows and Excel and working knowledge of Project, Publisher, PowerPoint and potential familiarity with Adobe products, including Adobe Creative Suite.
- Good meeting management skills including accurate minute preparation, meeting organisation and planning.
- Demonstrated experience in managing payable invoices, raising purchase orders and debtor invoice requests.

## Management Skills

- Ability to effectively plan, organise and manage personal time to achieve targets within a set

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timetable.

- Ability to organise meetings and preparation and distribution of minutes efficiently and effectively.
- Ability to effectively manage the time and movements of others, through the administration of personal diaries and provision of appropriate documentation.
- Ability to effectively manage filing systems

## Interpersonal Skills

- Sound verbal communication and customer skills.
- Sensitivity and discretion with confidential issues.
- Possess a tactful, personable and courteous attitude.
- Demonstrates initiative and enthusiasm.
- Being a team player including assisting other staff members during busy work load periods.

## Qualifications and Experience

- 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.
- A relevant secretarial or administrative qualification or substantial experience in office management including reception, clerical/administrative duties, invoice payments, diary management (Local Government experience would be advantageous).
- Experience in meeting procedures, organisation and management including preparation and circulation of agendas, minutes, invitations and correspondence etc

## SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- A relevant secretarial or administrative qualification or administrative experience in Local Government or similar organisation.
- Word processing skills and working knowledge of software packages including Word and Excel, Publisher, Outlook, PowerPoint and other document producing packages. Working knowledge of the Adobe Creative Suite package would be an advantage.
- Demonstrated experience in organising and managing meetings including preparation and circulation of agendas, minutes, invitations and development of sound written correspondence and documentation.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.
- Demonstrated experience in working in a team environment