



POSITION DESCRIPTION

POSITION	POSITION NUMBER
Local Laws Officer	
CLASSIFICATION	ANZSCO CODE
Band 4	
DEPARTMENT	DIVISION
Regulatory Services	Development and Growth
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement no. 9 2023	Phoenix Building – 25 Armstrong Street South Ballarat

Position Objectives

- To undertake a range of activities to meet City of Ballarat’s Local Law responsibilities
- To provide effective customer service by responding to and investigating enquiries and administering the requirements of legislation, policies and procedures relative to the position.
- To ensure community safety and wellbeing, the protection, enhancement and conservation of our natural and built environment.
- To undertake a range of activities to meet City of Ballarat’s Compliance responsibilities.
- To assist Regulatory Services Department by effectively performing administrative tasks associated with Local Law permit applications and Planning compliance tasks.

Key Responsibility Areas

As an authorised officer of Council, administer the:

- *Local Government Act 1989*
 - *Local Government Act 2020*
 - City of Ballarat Community Local Law
 - Other associated and relevant legislation
- Assist in the processing of Local Law permit applications, including assessment, requests for further information/amendment, issuing or refusal of permits and renewal.
 - Respond to Local Law general enquiries.
 - Maintain records and systems and databases appropriate to the position in accordance with City of Ballarat’s policies and procedures, Privacy and Data Protection Act 2014 and Public Records Act 1973.
 - Ensure service delivery complies with City of Ballarat’s Policies and Procedures.
 - Other administrative duties as necessary
 - Participate in review of Standard Operating Procedures

REPORTS TO:	DIRECT REPORTS:
Coordinator Compliance, Parking and School Crossings	Nil
ORGANISATIONAL RELATIONSHIPS	
Internal:	External:
<ul style="list-style-type: none"> • City of Ballarat Staff 	<ul style="list-style-type: none"> • Federal & State Government Department authorities • General public & community groups • Community organisations • Professional associations • Council contractors

POSITION DESCRIPTION

- Local businesses and traders
- Other municipalities
- Registered training organisations
- Legal practitioners
- Auditors

Accountability and Extent of Authority

- Accountable to Coordinator Compliance Parking & School Crossings for the performance of duties within this position description.
- Shared responsibility for the processing of local law permit applications, including assessment, requests for further information/amendment, issuing or refusal of permits and renewal.
- Maintain records and systems and databases appropriate to the position.
- Provide information and advice to internal and external customers in relation to City of Ballarat's Local Law.
- Accountable for the delivery of advice in an efficient, effective, timely and customer-focused manner

Judgement and Decision Making

- Utilise judgement to prioritise daily routine functions along with specific allocated tasks to achieve work targets. Guidance and advice is always available.
- Show initiative in approach to all aspects of the position.
- Exercise confidentiality in the exercise of duties and responsibilities in accordance with City of Ballarat's Employee Code of Conduct and Privacy and Data Protection Act 2014.
- Undertake duties with minimal supervision and use judgement appropriate with the level of experience and qualifications outlined in this position description.

Specialist Skills and Knowledge

- Proficient in the use of Microsoft programs (Word, Excel, SharePoint & OneDrive) and databases with comprehensive understanding for the production of a wide range of documents.
- Ability to prepare quality correspondence within limited / agreed timeframes
- Well-developed customer service skills for face to face, telephone or email interactions
- General knowledge of City of Ballarat policies and procedures, including adoption of safe work practices.

Management Skills

- Ability to prioritise tasks and deal with multiple demands and to make referrals to appropriate staff if unable to respond to the customer enquiry in the first instance.
- Solid organisational and prioritising skills.
- Ability to re-organise tasks on short notice in an environment of changing priorities.
- Ability to maintain appropriate records and systems.
- Knowledge of and commitment to OH&S and Equal Opportunity principles.
- Ability to manage change.

Interpersonal Skills

- Sound written and verbal communication skills.
- Commitment to provision of high levels of customer service.
- Ability to discuss and resolve problems – internally and externally.
- Ability to gain co-operation and assistance from customers and other employees
- Ability to work as a team member including assisting and advising other staff members.
- Sound negotiation and conflict resolution skills and the ability to communicate effectively with customers.

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Qualifications and Experience

- A relevant Certificate IV in Administration qualification; or relevant customer service/administration experience
- Experience in communication, conflict resolution and dealing with difficult customers.
- Proficient in the use of computer software such as Microsoft Office and database packages.
- Local government experience preferred but not essential.
- Current Victorian drivers licence.

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

- A relevant Certificate IV in Administration qualification; or relevant customer service/administration experience.
- A 'can do' approach with people, working cooperatively with teams and individuals across a range of service provision.
- Excellent time management and organisational skills
- Excellent communication skills
- Proficiency in the use of computer software such as Microsoft Office and database packages
- Knowledge and understanding of health and safety issues relevant to work activities and work area

City of Ballarat Core Values

<p>We are honest and transparent</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. 	<p>We are accountable</p> <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. 	<p>We value everyone</p> <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. 	<p>We work with and for our community</p> <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. 	<p>We work together</p> <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.
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POSITION DESCRIPTION

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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