

# POSITION DESCRIPTION

<b>POSITION</b>	<b>POSITION NUMBER</b>
Planning Support Officer (PSO)	1231
<b>CLASSIFICATION</b>	<b>ANZSCO CODE</b>
Band 5	
<b>DEPARTMENT</b>	<b>DIVISION</b>
Development Facilitation	Development & Growth
<b>AGREEMENT</b>	<b>LOCATION</b>
Ballarat City Council Enterprise Agreement No. 8 2019	The Phoenix Building

## 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.

<b>REPORTS TO:</b>	<b>DIRECT REPORTS:</b>
Manager Statutory Planning	NIL
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Internal:	External:

# POSITION DESCRIPTION

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Statutory Planning staff</li> <li>• Heritage Advisor</li> <li>• Other Council departments</li> </ul> | <ul style="list-style-type: none"> <li>• Customers of Council</li> <li>• Statutory authorities</li> </ul> |
|---|---|

## Organisational Context

As a result of significant population growth, Ballarat is now one of the largest inland regional cities in Australia. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 400,000 people.

The Statutory Planning Unit sits within the Development and Growth Directorate. The Statutory Planning Unit is responsible for the processing of planning permit applications and the provision of advice in accordance with the provisions of the Planning and Environment Act 1987, the Subdivision Act 1988 and related legislation. The Unit must also take into account community comments and Council strategies and provide high-quality customer services.

## 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.

# POSITION DESCRIPTION

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

## 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

## 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

## 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.

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

- 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

# POSITION DESCRIPTION

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.

## City of Ballarat Core Values

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

In addition to this, the Statutory Planning Unit have devised their own 'brand terms'. These terms are aspirational and describe the manner in which the Unit wishes to be viewed both internally and externally. The brand terms and their related icons are set out below:



# 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:
-------	------------	-------