

POSITION DESCRIPTION

Development Support Officer

POSITION DETAILS

Date of Position Description	August 2023
Position Title	Development Support Officer
Position Grade	7
Directorate Business Unit	City Planning & Design Development & Traffic Services
Reports to	Team Leader Development Support
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

This position is responsible for providing a comprehensive range of high quality administrative and customer support services to the Development & Traffic Services Unit.

KEY RESPONSIBILITIES

- Deliver effective administrative support and process outcomes that align with Council's strategic documents, legislation, and wider community expectations.
- Prepare administrative reports and conduct audits of online and internal systems of application types to ensure procedural accuracy and compliance with procedures.
- Undertake Records Management including maintaining efficient flow, distribution and reconciliation of all correspondence, applications, files, Council reports and other various documents using Council's record keeping database.
- Liaise with internal & external customers in relation to the status of current Development Applications and other development related matters.
- Generate and format professional documents, letters, reports, and agendas relating to applications, certificates and development matters.
- Accurately apply Council's development related policies (e.g., Notification and Advertisement Policies, Council's Schedule of Fees and Charges) to generate notification and acknowledgement of submission correspondence, applicable fees and create other relevant documentation.
- Create, maintain, and extract data/information from databases, spreadsheets and online systems, including State Government systems, Council record and procurement processes and systems.
- Organise all aspects of meetings, including transport and catering.
- Ensure office supplies are adequately maintained.
- Update online portals and web content accurately and efficiently.
- Participate in cross functional teams and projects.
- Train staff in administrative functions, processes and systems as required.
- Support other administrative roles within the Directorate as needed.
- Resolve administration and system related matters for internal and external customers

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote and participate in continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Promote and maintain effective relationships with all relevant internal and external stakeholders.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge**Qualifications (Level)**

- Certificate in Business Administration or equivalent or suitable experience

Experience

- Experience in administration, office management or frontline customer service.
- Proven ability to work with initiative and versatility on a wide range of matters, including solving a range of different problems of some complexity.
- Demonstrable understanding of the relevant legislative and regulatory requirements applicable to the designated area.

Skills

- Highly developed written and verbal communication skills
- Ability to work with initiative and versatility on a wide range, of complex matters, including the ability to solve a range of different problems of some complexity associated with the support function.
- Demonstrated effective conflict management and complaints management skills, particularly when dealing with difficult, uncommunicative or highly stressed people.
- Highly developed planning, organisational and time management skills
- Highly developed computer application skills including experience with the Microsoft Office suite, operations of window-based system, word processing, spreadsheets and Adobe Acrobat Pro
- Flexible work ethic to meet varying work load demands of the position
- Capacity to work independently and as part of a team
- Understanding of continuous learning principles, equal employment opportunities, occupational health and safety and ethical practice principles.