

POSITION DESCRIPTION

TEAM LEADER DEVELOPMENT SUPPORT

POSITION DETAILS

Date of Position Description	August 2026
Position Title	Team Leader Development Support
Position Grade	10
Directorate Business Unit	City Strategy & Development Development & Traffic Services
Reports to	Group Manager Development & Traffic Services
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This Team Leader is responsible for managing and leading a team of administration professionals responsible for the day to day administrative functions of Development and Traffic Services.

KEY RESPONSIBILITIES

Role Specific

- Manage the team to deliver innovative and effective administrative support and process outcomes that align with Council's strategic documents, legislation and wider community expectations.
- Lead efforts across the Unit in the planning and reporting of continuous improvement projects and advice, and manage and contribute to strategic, complex, diverse, sensitive projects and multi-disciplinary teams.
- Coordinate and maintain Council administrative processes for the NSW Planning Portal and NSW Council League Table, ensuring records are accurate, current and compliant with relevant requirements.
- Peer view correspondence and exercise delegations
- Represent the Unit and Council at relevant internal and external forums
- Provide direction and setting of targets to achieve key performance indicators.
- Provide written and verbal briefs to internal and external stakeholders which provide detailed, legally robust and accurate information;
- Lead and manage using robust, proactive and contemporary project management methodology, controls, risk management and reporting to ensure outcomes and timeframes meet agreed expectations.
- Integrate administrative processes across functions within the Unit.
- Manage team in line with operating budgets
- Negotiate, mediate and resolve complex administrative and procedural issues
- Coordinate the purchase of various office supplies/equipment etc. for the Development & Traffic Services Unit as required
- Conduct audits of tasks within Pathways & Trim to ensure processes and procedures are adhered to.
- Provide training to the Development & Traffic Services Unit in business systems and processes.
- Continual analysis, development, testing, implementation and review of current administrative and business systems and processes, making recommendations and implementing changes to find improvements and efficiencies (Pathway and TRIM).
- Develop, maintain and update web-based information and publicity documentation.

Baseline

- Manage and coordinate a team of professionals in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- Ensure that all practices are up to date with current and relevant legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in process, practices and staff capabilities, including optimisation of technology and training.
- Promote positive team culture and engagement
- Ensure probity and transparency is in line with industry best practice, Council processes and policies and legal obligations.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Manage with reasonable care 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.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

KNOWLEDGE

Qualifications

- Relevant Tertiary Qualification in Business Administration, Frontline Management, Project Management or similar.

Experience

- Proven experience in delivering innovative and effective administration outcomes, with a track record of achieving strategic objectives with demonstrated success in working with or for the public sector.
- Demonstrated experience in leading diverse, multidisciplinary teams and delivering services to a high standard to meet financial and other business performance criteria.
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.

Skills

- Ability to understand all components of project, program and portfolio management processes.
- Well-developed ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Well-developed change management leadership within a highly complex stakeholder environment
- Strong ability to drive positive team culture and engagement