

1.0 Position Details	
Position Title	<b>Development Services Administration Officer</b>
Classification	Level 5
Employment Type	Permanent Full Time
Reporting to	Manager Development Services
Department	Development Services
Location	Shire of Irwin, Administration Offices, 11-13 Waldeck Street, Dongara
Supervision	Nil
Internal Relationships	All staff.
External Relationships	Community, Ratepayers, commercial industry, State and Local Government agencies, consultants and contractors.
Extent of Authority	As directed by the Chief Executive Officer, Manager Development Services and Environmental Health Officer.

2.0 Position Objective
<ul style="list-style-type: none"> <li>▪ Provide professional and efficient support to the Manager Development Services and Environmental Health Officer in processing applications associated with Planning, Building, and Environmental Health and deliver related administrative functions.</li> <li>▪ Provide excellence in customer service to internal and external customers and promote positive public relations as a representative for the Shire of Irwin.</li> <li>▪ Role model the Shire of Irwin's Values and Behaviours and adhere to Work Health and Safety policies and procedures.</li> </ul>

3.0 Position Specific Tasks and Activities		
KEY AREA	DUTIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>▪ Promptly and effectively respond to enquiries about lodgement of development, building and health applications, general planning and building queries, planning and building fees.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Responses are delivered within a 48 hour period.</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Monitor the Development Services email accounts and incoming mail for correspondence, new development applications and actions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Daily activities include checking email accounts and incoming correspondence to process and progress to the relevant team member.</li> </ul>

### 3.0 Position Specific Tasks and Activities

KEY AREA	DUTIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> <li>Administer all aspects of the lodgement and processing of applications, including preparation of acknowledgement letters, fee advice, invoices and consent decisions within defined statutory timeframes.</li> </ul>	<ul style="list-style-type: none"> <li>Applications are processed in an efficient manner within defined statutory timeframes and Shire policies and procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Participate in the preliminary assessment and verification process of applications.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge is gained in the preliminary assessment and verification process of applications.</li> </ul>
	<ul style="list-style-type: none"> <li>Preparation of communications to applicants and referral agencies.</li> </ul>	<ul style="list-style-type: none"> <li>Draft correspondence is raised for Manager approval.</li> </ul>
	<ul style="list-style-type: none"> <li>Undertake the public notification process for relevant applications and collate responses within defined statutory timeframes.</li> </ul>	<ul style="list-style-type: none"> <li>Public notification process is efficient and delivered within the required deadlines.</li> </ul>
	<ul style="list-style-type: none"> <li>Undertake a range of administrative tasks in a timely and accurate manner including preparation of forms and information guides, records management, mail and email management, maintenance and updates of registers and databases.</li> </ul>	<ul style="list-style-type: none"> <li>Administrative tasks are undertaken in an efficient and accurate manner.</li> </ul>
	<ul style="list-style-type: none"> <li>Other duties as required to assist and provide back up to the Manager, team and other staff.</li> </ul>	<ul style="list-style-type: none"> <li>Other duties undertaken as directed efficiently.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide required documentation to the Valuer Generals Office</li> </ul>	<ul style="list-style-type: none"> <li>Monthly transfer of documentation is delivered accurately.</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain and update departmental registers and Synergy modules</li> </ul>	<ul style="list-style-type: none"> <li>All registers are maintained and Synergy modules current.</li> </ul>
<b>Legislation Compliance</b>	<ul style="list-style-type: none"> <li>Communicate with land agents, lawyers, members of the public and Shire employees on legislation matters and enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>A developed understanding of legislation is demonstrated in communications.</li> </ul>

### 3.0 Position Specific Tasks and Activities

KEY AREA	DUTIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> <li>Ensure the completion of documents and processing of requests within defined statutory timeframes.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of documents are made within defined statutory timeframes.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Provide a comprehensive customer service by receiving and responding to counter, telephone and email enquiries in relation to applications, assessment processes and fees.</li> </ul>	<ul style="list-style-type: none"> <li>Customer Service Charter principles are adhered and demonstrated.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide noncomplex advice and information relating to Development services matters. Identify appropriate action and, where necessary, redirect the customer to the appropriate department.</li> </ul>	<ul style="list-style-type: none"> <li>Quality first point of contact and follow up for customers is achieved.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide reference materials relevant to customers' queries</li> </ul>	<ul style="list-style-type: none"> <li>Excellence in customer services is provided to promote positive representation of the Shire of Irwin.</li> </ul>

4.0 General Position Requirements	
<b>Ethical Behaviour</b>	Demonstrates a positive commitment and compliance with all legislation covering all forms of workplace discrimination, harassment, victimisation and bullying, compliant with the Shire's Code of Conduct and all policies.
<b>Work Health and Safety</b>	Ensuring duty of care which is compliant with WHS legislation and the Shire of Irwin policies and procedures. Follow all safety processes appropriately, including reporting injuries, accidents and near misses.
<b>Risk Management</b>	Duties are performed according to the Shire of Irwin procedures and principles for risk management which includes WHS, appropriate to the position's duties as prescribed in our organisational procedures and according to legislative and regulatory requirements.
<b>Human Resource and Leadership</b>	Participates in performance management processes; participates in leadership and development activities including induction, recruitment, and succession planning.
<b>Records Management</b>	Ensures all documents are recorded in accordance with the Shire's Recordkeeping Plan, policies and procedures. Ensures confidentiality is maintained at all times.
<b>Strategic Vision</b>	Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the Shire's strategic objectives as required.
<b>Values we are committed to</b>	Creates and maintains a positive working environment while upholding the Shire's values of:  

5.0 Behavioural Competencies	
VALUE DESCRIPTION	EXEPECTED BEHAVIOURS
<b>Innovation</b>	<p><b>We are forward thinking and creative in our approach and strive to continuously improve the way we work.</b></p> <ul style="list-style-type: none"> <li>▪ I look for better ways of doing things.</li> <li>▪ I am open to feedback and change</li> <li>▪ I encourage and embrace new ideas</li> <li>▪ I foster creativity and think outside of the box</li> <li>▪ I am solution focused.</li> </ul>
<b>Accountability</b>	<p><b>We will honour our commitments and responsibilities to achieve positive results in a transparent environment.</b></p> <ul style="list-style-type: none"> <li>▪ I lead by example</li> <li>▪ I learn from my mistakes</li> <li>▪ I am responsible for my actions</li> <li>▪ I am committed to achieving my goals</li> <li>▪ I acknowledge positive behaviour and successes</li> </ul>
<b>Integrity</b>	<p><b>We always act in the public interest and are open, honest, fair and ethical in our interactions with others.</b></p> <ul style="list-style-type: none"> <li>▪ I am fair and consistent</li> <li>▪ I am honest, trustworthy and reliable</li> <li>▪ I effectively and actively communicate</li> <li>▪ I conduct myself in a professional manner</li> <li>▪ I am loyal and committed to the organisation</li> </ul>
<b>Respect</b>	<p><b>We support and appreciate each other in an inclusive culture to ensure a sense of pride and enjoyment</b></p> <ul style="list-style-type: none"> <li>▪ I am considerate of the needs of others</li> <li>▪ I genuinely listen when others communicate</li> <li>▪ I respect the roles and opinions of others</li> <li>▪ I treat others how I wish to be treated</li> <li>▪ I support, help and encourage my colleagues</li> </ul>

**6.0 Skills, Experience and Qualifications**

**SELECTION CRITERIA – ESSENTIAL REQUIREMENTS**

**Knowledge, skills and experience**

**Essential**

- Demonstrated understanding of, commitment to and alignment with our Values and Behaviours
- Demonstrated commitment to outstanding customer service and the improvement of the customer’s experience.
- Well-developed communication and interpersonal skills with the ability to deal with sensitive matters. Well-developed administrative skills and the ability to support team members and customers.
- The ability to work independently and as part of a team.
- Demonstrated skills in the use of Microsoft Office applications (including Outlook, Word and Excel) with a high accuracy rate.
- Demonstrated experience in the use of electronic record management systems, GIS mapping and Synergy software (or similar).

**Desirable**

- Experience in Local Government (Planning) is desirable (or willingness to undertake) or an equivalent level of expertise and experience to undertake the range of activities required.
- Demonstrated experience in dealing with planning and development administrative processes in a local government environment including development applications, public notification and property searches.

This Position Description is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The Shire of Irwin reserves the right to amend responsibilities as required to meet business and operational requirements.

I, *the undersigned* have noted and agreed to the values, statement of duties, responsibilities and other requirements as detailed in this document. I understand, this position description may be subject to change as required and any change of duties shall be discussed with the undersigned.

Date:
Name:
Signature:
Review Date:

