


<b>Town of Gawler</b>	
<b>POSITION DESCRIPTION</b>	

<b>Job Title</b>	Development Administration Officer		
<b>Division</b>	Development and Compliance		
<b>Department</b>	Development Services and Assessment		
<b>Team</b>	Development Services and Assessment		
<b>Classification Award/Stream/Level</b>	SAMSOA/GOS/Level 3		
<b>Nature of Engagement</b>	Full Time	<b>Date Last Reviewed</b>	November 2023
<b>Full Time Equivalency</b>	1	<b>Appointed date</b>	

## 1. POSITION OBJECTIVE

The Key Objectives of you in your role are as follows:

- A first point of contact for customer enquiries for the Development and Compliance Division.
- To be an effective member of the Administration Support Team, providing efficient and effective administrative, customer and records management support and assistance to the Development, Environment and Regulatory Division.
- Plan, prioritise and organise core responsibilities to meet organisational and Divisional targets and deadlines.
- Provision of administrative support across a range of activities with a particular emphasis on development services.
- Undertake a broad range of administrative support and customer service activities
- Assist with policy and strategic projects, including research, investigation and the drafting of letters/reports/notices.
- Attending to Section 7 Property Searches ensuring planning and development sections are completed in appropriate time frames.
- Undertake duties relating to Council Assessment Panel meetings.

## 2. REPORTING AND ACCOUNTABILITY

The position reports to the Manager Development Services and Assessment.

The position is contained within Council's Development and Compliance Division and is accountable for the timeliness, accuracy and quality of the customer and administrative services provided by the position.

The position will have daily interactions with the general public, residents, customers (internal and external), suppliers, contractors, conveyances, real estate agencies, government agencies and a broad range of external bodies and authorities.

This position is accountable for the delivery of all matters listed under key responsibilities together with specific objectives as set out in an agreed Annual Performance Plan.

The Key Performance Indicators as detailed in this document should be considered as minimum performance outcomes to be achieved. They will be reflected and or supplemented in Performance Development Reviews that will be required to be addressed.

## 3. CORPORATE RESPONSIBILITIES

### ***Our People Our Culture***

The Town of Gawler is committed to developing a strong organisational culture through constructive leadership, management and teamwork. The behaviours of a constructive organisational culture are organised into four main constructive styles ***Achievement, Affiliative, Humanistic-Encouraging*** and ***Self-Actualising***. It is an expectation that Employees will participate in building a strong constructive culture in cooperation with each other.

### ***Our Corporate Values***

Teamwork	<i>Working together to achieve common goals</i>
Integrity	<i>Responsible and accountable for our actions</i>
Collaboration	<i>Foster positive working relationships</i>
Creativity	<i>Encourage and deliver creative outcomes</i>
Positivity	<i>Promote respect, value and appreciation</i>

Employees of the Town of Gawler are required to demonstrate Council's Corporate Values and to positively contribute to developing and maintaining a high-performance team focussed on outcomes, continuous improvement and customer service (both internal and external) through:

- identifying customer needs and expectations and responding in a polite, respectful and courteous manner
- identifying and embracing new ways of doing things and in consultation with the Team Leader implementing continuous improvement strategies
- constructively contributing to problem solving and decision making
- clearly understanding your role, responsibility and accountability levels and contribution to the team
- acknowledging other team members achievements
- participating in Council's performance review process and training and development opportunities
- maintaining confidentiality regarding issues relating to the organisation, customers and colleagues
- supporting and facilitating a professional image of the Town of Gawler.

### ***Work Health Safety***

As a member of the Town of Gawler's team, you have the responsibility to take reasonable care to protect your health and safety, and the health and safety of others within your work environment (including your colleagues and, where appropriate, members of the public) whilst you are at work and/or working. More specifically, you are required to comply with your obligations under the *Work Health and Safety Act 2012* (SA) and Council's Policies and Processes in relation to Work Health, Safety, Injury Management and Rehabilitation.

In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:

- Take reasonable care of your own health and safety; and
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
- Comply, so far as the worker is reasonable able, with any reasonable instruction that is given by the Council; and
- Cooperate with any reasonable policy or procedure of the Council.

It is expected that all Council employees are fit for the inherent job requirements and physical demands of their appointed position and will remain so during the course of their employment, in line with reasonable work, health and safety expectations.

### ***Records Management***

Ensure compliance and adequately manage corporate records created and received according to relevant Policies, Processes and legislation.

### ***Policies and Compliance***

Maintain awareness and compliance with Part 4 – Employee integrity and behaviour of the *Local Government Act 1999* and all Council and Administrative Policies, Processes and Codes. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.

## **4. ROLE RESPONSIBILITIES**

### ***General Administration and Customer Support***

#### **Key Objective/Task**

#### **Key Performance Indicator**

<ol style="list-style-type: none"> <li>1. Provision of professional internal and external customer service via phone, email, and the front counter as the first point of contact relative to Development Services and Assessment.</li> <li>2. Process Section 7 Searches on behalf of the Development and Compliance division in accordance with legislative requirements</li> <li>3. Provide an efficient, timely and reliable secretarial and administrative support and service to Development Services and Assessment.</li> </ol> <p>Including but not limited to:</p> <ul style="list-style-type: none"> <li>• Making appointments</li> <li>• Managing correspondence – using TRIM and ensuring all record management procedures are adhered to</li> <li>• Distributing mail</li> <li>• Updating Department templates</li> <li>• Provide crystal reports as requested by the Manager</li> <li>• Intercept, screen and forward onto the appropriate officer, phone calls relating to Development, Environment &amp; Regulatory Services where applicable</li> <li>• Maintain communication with relevant officers via mobile phones and refer messages and enquiries to appropriate officers of the Section and Department</li> <li>• Assist officers with administrative duties, train staff in internal procedures and activities.</li> <li>• Assist with and respond cooperatively to team and organisational requests.</li> </ul> <ol style="list-style-type: none"> <li>4. Act as Minute Secretary for Council, Committees, Council Assessment Panel and Team meetings as required, including: <ul style="list-style-type: none"> <li>• preparation and distribution of Agendas and Minutes</li> <li>• setup and preparation of meetings, including organising catering and maintaining live stream</li> <li>• live recording of minutes</li> <li>• other related duties as required</li> </ul> </li> <li>5. Receive, respond to and resolve customer enquiries, requests and complaints in relation to the following: <ul style="list-style-type: none"> <li>• Development Applications;</li> <li>• Development Compliance;</li> <li>• General Council services.</li> </ul> </li> <li>6. Refer the complex enquiries, requests or complaints to the appropriate Divisional staff for resolution.</li> <li>7. Create Customer Action Requests and provide to relevant staff member.</li> </ol>	<p>Courteous, timely and accurate service provided to customers</p> <p>Administration services provided in an efficient, timely and reliable manner.</p> <p>Demonstrate positive and co-operative approach to working with colleagues</p> <p>Demonstrate good personal presentation</p> <p>Effective and efficient processing</p> <p>Enquiries, requests and complaints received and resolved with clarity and accuracy, and in a timely manner</p> <p>Courteous customer communications</p> <p>Appropriate referral of matters</p> <p>Creation of accurate CARs and dissemination to correct staff member</p> <p>Appropriate information displayed in a neat and tidy manner</p> <p>Effective and efficient assistance to update information</p>
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<p>8. Ensure the Divisional area is tidy, and that electronic notice boards/screens contain latest relevant information.</p> <p>9. Assist to update information sheets, pamphlets, brochures etc.</p> <p>10. Freedom of Information;</p> <ul style="list-style-type: none"> <li>Assist Council's FOI Officer with enquiries and applications for access to documents.</li> </ul> <p>11. Liaise with State (fines Enforcement and Recovery Unit) and Local Government authorities, related agencies, community groups and other external bodies as required and negotiate with external bodies as requested by the Manager.</p> <p>12. Other duties as requested.</p> <p>13. The above responsibilities require a flexible work schedule. Some out of hours work will be required.</p>	<p>Provision of accurate and timely assistance</p> <p>Cooperation with other staff, elected members, rate payers and other people and organisations to achieve council's objectives.</p>
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<b><i>Development Services (Planning and Building)</i></b>	
<b>Key Objective/Task</b>	<b>Key Performance Indicator</b>
<p>1. Undertake a broad range of administrative duties for the Development Services Section such as assisting with lodging new development applications, assisting with the processing decision notification forms and other relevant documentation, preparation of statistics and other such tasks as required.</p> <p>2. Receive, respond to and resolve customer enquiries, requests and complaints with delegated authority and in relation to the following:</p> <ul style="list-style-type: none"> <li>(a) Development applications;</li> <li>(b) General Council services;</li> <li>(c) Council infrastructure.</li> </ul> <p>3. Ensure that development information is kept up to date such as Land Management Agreements, Development Application registers, Infrastructure Agreements, bonding and information sheets and internet information.</p> <p>4. Prepare Agendas and Minutes for Council Assessment Panel meetings, attend these meetings and provide administrative support to Panel members and the Manager as required.</p> <p>5. Assist with the preparation of public notification processes in accordance with relevant legislation</p> <p>6. Assist Customer Service staff with Development related enquiries and provide backup support from time to time with tasks such as front counter coverage and end of day banking processes.</p> <p>7. Assist customers with payment of correct fees for development applications</p>	<p>Ensure that administrative tasks are completed to an acceptable standard and in a timely manner</p> <p>Provision of accurate and timely assistance</p> <p>Effective and efficient assistance to update information</p> <p>Provide accurate information to customers and staff</p>

<b>Records Management</b>	
<b>Key Objective/Task</b>	<b>Key Performance Indicator</b>
<ol style="list-style-type: none"> <li>1. Contribute to the operation and maintenance of records management system, including: Processing incoming mail; including sentencing; registration; scanning; opening files; monitoring and recording physical file movements; and processing outgoing mail.</li> <li>2. Contribute and adhere to the records management policies, procedures and plans.</li> <li>3. Adhere to archive management procedures for storing, retrieval and destruction of documentation.</li> <li>4. Assist with scanning, boxing and archiving correctly completed development application files.</li> <li>5. Maintain Content Manager database to ensure the integrity, privacy and confidentiality of all information.</li> <li>6. Distribute internal correspondence twice daily.</li> <li>7. Assist to train staff members, and address queries, in relation to Content Manager and Council's records management systems, policies and procedures.</li> <li>8. Assist staff members to search and retrieve information utilising the Content Manager database.</li> <li>9. Provide information to the Manager for improvements to records management system, as necessary.</li> </ol>	<p>Competent, accurate and efficient use of records management system</p> <p>Accurate and appropriate storage of records</p> <p>New files correctly opened and classified</p> <p>All mail collected, registered and disseminated to correct staff members</p> <p>Non-current records regularly transferred to external storage facilities</p> <p>Demonstrated understanding of relevant record management legislation, regulations, policies, procedures and plans</p> <p>Adherence to established procedure</p> <p>Effective and efficient assistance in managing completed development application files</p> <p>Effective and efficient maintenance of TRIM</p> <p>Regular and timely distribution</p> <p>Clear, accurate and timely training and/or assistance to staff members</p> <p>Clear, accurate and timely training and/or assistance to staff members</p> <p>Provision of relevant and timely suggestions to the Manager</p>

<b>Team Relationships</b>	
<b>Key Objective/Task</b>	<b>Key Performance Indicator</b>
<ol style="list-style-type: none"> <li>1. Participate positively in all team meetings.</li> <li>2. Develop and maintain productive relationships with Team and other organisational teams.</li> <li>3. Contribute collaboratively in identifying and resolving issues and problems related to Team practices.</li> </ol>	<p>Demonstrate effective listening skills.</p> <p>Articulate thoughts and ideas clearly.</p> <p>Demonstrate ability to work as part of your Team.</p> <p>Provide positive and constructive responses to instructions, directions and feedback.</p> <p>Establish good working relationships with colleagues.</p> <p>Demonstrate capacity to identify and work through issues with Team</p>

<b>Quality and Continuous Improvement</b>	
<b>Key Objective/Task</b>	<b>Key Performance Indicator</b>
<ol style="list-style-type: none"> <li>1. Assist to capture information and data for organisational performance analysis.</li> <li>2. Contribute to the identification, development, implementation and evaluation of improvements to</li> </ol>	<p>Information and data regularly recorded.</p> <p>Trends and issues identified through analysis process.</p> <p>Positive and constructive contribution towards improvement initiatives within Division and Team</p>

<p>Division and Team policies, procedures and workplace practices.</p> <p>3. Undertake quality and continuous improvement projects and initiatives to meet strategic and departmental goals and objectives, as required.</p> <p>4. Commit to continuous improvement through maintaining qualifications and learning, and applying new skills and competencies.</p>	<p>Successful implementation of Division quality and continuous improvements projects.</p> <p>Active participation in trialling and evaluating new initiatives.</p> <p>Maintain relevant qualifications, skills and competencies.</p> <p>Undertaking training, as directed.</p> <p>Apply new skills and competencies.</p>
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<b>Financial and Asset Management</b>	
<b>Key Objective/Task</b>	<b>Key Performance Indicator</b>
<p><b>Financial Management</b></p> <p>Complies with Councils purchasing policy and procedures.</p> <p>If required provides accurate data to assist in the preparation of the budget if required.</p> <p><b>Asset Management</b></p> <p>As a Team member takes due care of Council assets including:</p> <ol style="list-style-type: none"> <li>1. securing buildings, amenities, plant and equipment (i.e. locked, stored as relevant) operating and</li> <li>2. maintaining plant and equipment cost effectively.</li> <li>3. physical asset faults or maintenance/replacement requirements are identified and reported.</li> </ol>	<p>Compliance with Council's policies and procedures</p> <p>Provision of accurate information</p> <p>Buildings, amenities, plant and equipment have been secured</p> <p>Plant and equipment operated safely and in accordance with manufacturer's instructions</p> <p>Timely and accurate reporting of fault and/or maintenance/replacement requirements</p>

## 5. QUALIFICATIONS/EXPERIENCE

In undertaking the duties of your position with the Council, you acknowledge that, at a minimum, you meet all essential attributes listed below.

<b>Essential Criteria</b>	<b>Desired Attributes</b>
<b>Qualifications</b>	
<p>Completion of South Australian Certificate of Education (SACE) or equivalent.</p> <p>Current, South Australian driver's licence.</p> <p>Certificate III in Business Administration or 2 years' experience in a customer service and administration role.</p>	<p>Introduction to Local Government</p> <p>Experience in Council's Civica "Authority" software and Content Manager.</p>
<b>Knowledge and Experience</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience in frontline customer service, in particular to liaise effectively with people from diverse backgrounds.</li> <li>• Experience in cashiering functions, customer relations and telephone etiquette.</li> <li>• Experience in windows based computerised systems, web technologies, software applications and work-processing.</li> <li>• Experience in producing agendas and minutes.</li> <li>• Working knowledge of statutory requirements relevant to the work area.</li> </ul> <p><b>Desired</b></p>	

- Knowledge of the *Development Act 1993* and *Planning, Development and Infrastructure Act 2016* and other legislation related to development services.
- Knowledge of the development assessment process and previous experience in a similar environment
- Experience in coordinating activities and workflows
- Knowledge of the structure, functions and processes of Council and local government
- Working knowledge of employment legislation (e.g. EEO), Awards and Enterprise Agreements
- Knowledge of WH&S legislation and WH&S best practice principles.
- Working knowledge of Council operations and service delivery programs and initiatives across the organisation
- Records Management
- Experience in office/clerical procedures
- Civica Authority
- Knowledge of accounting principles, banking reconciliation
- Knowledge of local area
- Previous experience in Local Government
- Effective time management skills to prioritise and organise tasks in a busy, deadline driven environment.

## **Personal Attributes and Behaviours**

### **Collaboration and Communication**

- Effective communication and interpersonal skills and including liaison, negotiation, and information sharing with key stakeholders including staff, Council Members, members of the public, representatives of government or other organisations.
- Proven ability to build positive relationships and consults with others, shares relevant information and seeks information from others as required.
- Speaks clearly and respectfully in a confident manner, seeks to understand the viewpoint of others, and asks questions to clarify meaning, conveys ideas clearly to others, both written and verbally.
- Proven ability to maintain calm and an efficient manner during sensitive and demanding situations.

### **Customer Commitment and Integrity**

- A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within the area of responsibility.
- A willingness to go above and beyond to help improve the quality of life for our community, being solutions focused and seeking innovative ways in which to assist.
- Diligent work ethic, with the capacity to be flexible and adaptable to handle changing work requirements.
- Adapts behaviour in response to constructive feedback.
- Gives consideration to the impact of own decisions now and in the future.

### **Working Together**

- Understands the outcomes and deliverables of the team and demonstrates a commitment to team goals and actively seeks to develop and maintain effective working relationships within the team and with others.
- Proven ability to build and maintain positive and effective team relationships and contributes to the team success.

### **Excellence**

- Lead by example, always displaying customer focused behaviours, taking ownership and seeking solutions to resolve problems within level of delegation.
- A willingness to adopt different approaches to achieve results, accepts changes in job role in a positive manner.
- Prepared to maintain an up-to-date knowledge of Council services and programs, participate in ongoing training programs, and provide training and assistance to other team members and staff as required.
- Ability to work independently or collaboratively and to exercise initiative and good judgement, including the capability to handle confidential and sensitive matters appropriately.

## 6. VARIATION AND REVIEW

The Council will review your Position Description as required for business or operational reasons.

The Council may vary your Position Description following consultation with you. If your Position Description is varied, you and the Council will sign the amended Position Description to acknowledge its variation.

### Disclaimer

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

## 7. ACKNOWLEDGEMENT OF INCUMBENT

I,			
have read the Position Description and acknowledge, understand and accept the requirements and responsibilities of the position.			
<b>Employees Signature</b>	(Print name)	(Signature)	(Date)
<b>Supervisors Signature</b>	(Print name)	(Signature)	(Date)