Position Description

Gawler

Development Administration Officer

Division:	Development and Compliance	**Classification:**	SAMSOA GOS Level 3
Department:	Development Services and Assessment	**Date Reviewed:**	November 2026
Reports to:	Manager Development Services & Assessment		

About the Role

The Key Objectives of the 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.

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.

Key Objectives and Responsibilities

General Administration and Customer Support

- 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.
- Process Section 7 Searches on behalf of the Development and Compliance division in accordance with legislative requirements
    - Provide an efficient, timely and reliable secretarial and administrative support and service to Development Services and Assessment. Including but not limited to:
        - Making appointments
        - Managing correspondence – using TRIM and ensuring all record management procedures are adhered to
        - Distributing mail
        - Updating Department templates
        - Provide crystal reports as requested by the Manager
        - Intercept, screen and forward onto the appropriate officer, phone calls relating to Development, Environment & Regulatory Services where applicable
        - Maintain communication with relevant officers via mobile phones and refer messages and enquiries to appropriate officers of the Section and Department
        - Assist officers with administrative duties, train staff in internal procedures and activities.
        - Assist with and respond cooperatively to team and organisational requests.
- Act as Minute Secretary for Council, Committees, Council Assessment Panel and Team meetings as required, including:
    - preparation and distribution of Agendas and Minutes
    - setup and preparation of meetings, including organising catering and maintaining live stream
    - live recording of minutes
    - other related duties as required
- Receive, respond to and resolve customer enquiries, requests and complaints in relation to the following:
    - Development Applications;
    - Development Compliance;
    - General Council services.
- Refer the complex enquiries, requests or complaints to the appropriate Divisional staff for resolution.
- Create Customer Action Requests and provide to relevant staff member.
- Ensure the Divisional area is tidy, and that electronic notice boards/screens contain latest relevant information.
- Assist to update information sheets, pamphlets, brochures etc.
- Freedom of Information;
    - Assist Council's FOI Officer with enquiries and applications for access to documents.
- 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.
- Other duties as requested.
- The above responsibilities require a flexible work schedule. Some out of hours work will be required.

Development Services (Planning and Building)

- 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.

- Receive, respond to and resolve customer enquiries, requests and complaints with delegated authority and in relation to the following:
    - (a) Development applications;
    - (b) General Council services;
    - (c) Council infrastructure.
- 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.
- Prepare Agendas and Minutes for Council Assessment Panel meetings, attend these meetings and provide administrative support to Panel members and the Manager as required.
- Assist with the preparation of public notification processes in accordance with relevant legislation
- 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.
- Assist customers with payment of correct fees for development applications

Records Management

- 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.
- Contribute and adhere to the records management policies, procedures and plans.
- Adhere to archive management procedures for storing, retrieval and destruction of documentation.
- Assist with scanning, boxing and archiving correctly completed development application files.
- Maintain Content Manager database to ensure the integrity, privacy and confidentially of all information.
- Distribute internal correspondence twice daily.
- Assist to train staff members, and address queries, in relation to Content Manager and Council's records management systems, policies and procedures.
- Assist staff members to search and retrieve information utilising the Content Manager database.
- Provide information to the Manager for improvements to records management system, as necessary.

Team Relationships

- Engage actively in team meetings.
- Foster productive relationships within and across teams.
- Collaborate on resolving team practice issues.

Quality and Continuous Improvement

- Assist to capture information and data for organisational performance analysis.
- Assist in implementing best practices and new procedures to enhance efficiency.
- Provide feedback and support for quality and continuous improvement initiatives.
- Commit to continuous improvement through maintaining required qualifications and learning.

Selection Criteria: 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.

Qualifications

Essential

- Completion of South Australian Certificate of Education (SACE) or equivalent.
- Certificate III in Business Administration or 2 years' experience in a customer service and administration role.

Desirable

- Introduction to Local Government
- Experience in Council's Civica "Authority" software and Content Manager.

Knowledge and Experience

Essential

- Experience in frontline customer service, in particular to liaise effectively with people from diverse backgrounds.
- Experience in cashiering functions, customer relations and telephone etiquette.
- Experience in windows based computerised systems, web technologies, software applications and work-processing.
- Experience in producing agendas and minutes.
- Working knowledge of statutory requirements relevant to the work area.

Desirable

- 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

Personal Skills 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.
- Effective time management skills to prioritise and organise tasks in a busy, deadline driven environment.

Our Culture

The Town of Gawler is committed to developing a positive, constructive organisational culture through effective leadership, collaboration and continuous improvement. Employees are expected to contribute to a workplace that reflects our constructive culture and supports the achievement of Council's strategic objectives.

Our Values in Action

Our values guide how we work together, make decisions and deliver services to our community. Every employee is expected to demonstrate the following behaviours.

Value	What this looks like
Teamwork	• We understand our roles, responsibilities and how we contribute to the team. • We seek feedback and participate in learning and development to strengthen our contribution to the team. • We work together to achieve shared goals. • We value different perspectives and recognise and celebrate the contributions of others.
Integrity	• We act honestly, ethically and professionally in all interactions. • We maintain confidentiality regarding organisational, customer and colleague information. • We take responsibility for our actions and support a professional image of the Town of Gawler. • We are accountable for our decisions and follow through on our commitments.
Collaboration	• We build respectful relationships with colleagues, customers and our community. • We identify customer needs and respond in a respectful, courteous and professional manner. • We communicate openly and contribute constructively to decision making. • We work across teams and with our community to achieve positive outcomes.
Creativity	• We embrace new ways of working and continuous improvement. • We seek opportunities to improve services, processes and outcomes. • We work with colleagues and managers to implement innovative solutions that improve outcomes.
Positivity	• We treat everyone with respect and kindness. • We encourage and support one another through change and challenges. • We create an inclusive, supportive and welcoming workplace. • We contribute to a culture where people feel valued and success is recognised.

Corporate Obligations

Work Health and 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 of 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) (WHS Act) 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 reasonably able, with any reasonable instruction that is given by the Council; and
- cooperate with any reasonable policy or procedure of the Council.

As part of the Council's safety management system, all workers are required to:

- report any hazards, near misses, incidents, accidents, injury or ill-health which arise during, or as a result of, their work.
- correctly use, and maintain, any clothing and equipment provided for the purposes of WHS.
- maintain their workplace in a tidy and safe condition.
- ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs.
- not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
- actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

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.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 Legislative Compliance

Maintain awareness and compliance with Part 4-Employee integrity and behaviour of the *Local Government Act 1999* and all Council policies, procedures, processes and codes. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.

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.

The incumbent will perform other duties as required.

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.

Acknowledgement of Incumbent

I have read the Position Description and acknowledge, understand, and accept the requirements and responsibilities of the position.			
Employee name:		(Signature)	(Date)
Supervisor name:		(Signature)	(Date)