

Job Title & Position Number: Administration Officer (Ref: 1219)

Level: 3/4

Line Manager: Manager City Growth

Direct Reports: Nil

Location: Civic Centre

Date Reviewed: January 2025

1. Job Purpose

Provide efficient and effective administrative services to the City Growth Branch, consisting of the Town Planning, Strategic Planning & Building Surveying teams.

2. Organisational Context

The position of Administration Officer is part of the City Growth Branch within the Development Services Department. In total, four (4) branches report to the Development Services Director, inclusive of City Growth, Customer & Business Engagement, Property Services and Regulatory Services.

3. Key Accountabilities

- Provide efficient and effective administrative support to the City Growth teams in all key functional areas including but not limited to records management, permits, financial administration, statistical data entry and meeting administration.
- Provide effective customer engagement through general enquiries (personal, written or telephone) relating to development and delegate operational matters to teams as necessary.
- Prepare letters and other standard documentation as required according to team policy and procedure.
- Contribute towards the development and implementation of guidelines, policies and procedures.
- Enter complaints/enquiries received into the Customer Service Database and ensure that finalisation is achieved, producing statistical information when required.
- Liaise with other City Departments/Branches/Teams as necessary and external agencies as required for City Growth.

- Provide support where required for administrative duties within the Development Services Directorate to assist teams in carrying out their duties.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

Human Resource Management & Leadership – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.

WHS – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near misses.

Ethical Behaviour – Demonstrates a positive commitment and compliance with all relevant legislation, including but not limited to workplace discrimination, harassment, victimisation, bullying, fraud and corruption while ensuring compliance with the City’s Code of Conduct and all City policies.

Records Management - Ensures all documents are recorded in accordance with the City’s Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.

Budgets – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.

Strategic Vision - 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 City’s strategic objectives as required

Values - create a positive working environment while upholding the City’s STARS:

<p>SERVICE</p> <ul style="list-style-type: none"> • <i>We will make customers the focus of everything we do.</i> • <i>Our service will be fair, flexible, innovative and reliable.</i> • <i>We will show genuine concern for customers.</i>
<p>TRUST</p> <ul style="list-style-type: none"> • <i>We will trust the foundation of all relationships.</i> • <i>We will rely and depend on each other.</i> • <i>Our communications will be open and genuine.</i>
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • <i>We will honour our commitments.</i> • <i>We will take responsibility for our own actions.</i> • <i>We won’t blame others.</i>

<ul style="list-style-type: none"> • <i>We will hold each other accountable for our actions and behaviours.</i>
<p>RESPECT</p> <ul style="list-style-type: none"> • <i>We will treat others like we would like to be treated.</i> • <i>We will listen before we talk.</i> • <i>We will seek and value the contributions of others.</i>
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • <i>We will be united in our decisions.</i> • <i>We will be united in our actions.</i> • <i>Our strengths will come from interdependence.</i>

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- Diploma in business administration or equivalent with relevant experience, or lesser qualification and significant experience
- C Class Driver's Licence
- Previous experience in an administrative role
- Previous experience in the town planning and/or building surveying area (desirable).

Knowledge and Skills

- Developed knowledge of administrative/office duties and practices
- Thorough ability to develop, maintain and contribute towards a cohesive team environment
- Sound computer literacy skills with proficiency in a range of IT applications and experience in maintaining databases
- Sound knowledge of Synergy and TRIM systems (desirable).
- Sound interpersonal, public relations, customer service, reporting and communication (both written and verbal) skills
- Thorough sense of initiative with the ability to work autonomously and prioritise work to meet deadlines
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles