



# position description

POSITION TITLE	Planning Administration Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 4
DIRECTORATE	Planning and Infrastructure
BUSINESS UNIT	Statutory and Strategic Planning
REPORTS TO	Team Leader Statutory Planning
SUPERVISES	Nil
EMPLOYMENT STATUS	Part Time (0.7 FTE)
DATE	
EMPLOYEE NAME	

## ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

## POSITION OBJECTIVES

Provide efficient and effective administration and customer service support for statutory and strategic planning units.

This position is required to work with limited supervision with advice to be sought when required.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Monitor and maintain invoices and follow up of outstanding payments to the planning department;
- Maintain Planning’s Public Planning Register.
- Ensure all aspects of the planning application process are completed on Wodonga Council’s online systems for all permits and applications;

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Liaise with Council's finance and information services units to ensure accurate data is recorded;
- Provide administrative and customer service support to the statutory and strategic planning units;
- Preparation of public notices, general correspondence for planning applications;
- Mailing, filing and photocopying duties to assist the statutory and strategic planning units;
- Assist Planning Technical Officer in the monthly reporting systems of council;
- Collate statistics for the statutory planning unit;
- Monitor and maintain the document control systems for the statutory planning unit;
- Monitor Microsoft Office flowcharts and checklists for all statutory planning processes;
- Prepare correspondence in accordance with council policy as required.
- Deal with written and telephone requests in relation to planning enquiries;
- Maintain awareness within the team of the Planner's capacity to assess incoming applications.

**The work in the position requires the person to:**

- Demonstrate initiative and a can-do attitude to matters relating to the position;
- Be a team player and demonstrate the ability to work collaboratively within a team and to work independently to organise work with limited supervision;
- Ability to be guided by instructions;
- Trust and respect those within the team and show a willingness to listen to others and learn new skills;
- Build strong networks within the organisation;
- Participate in meetings;

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust            Talk straight – Say what you mean and mean what you say

                    Create transparency – Do not withhold information unnecessarily or inappropriately

                    Right wrongs

                    Practice accountability – Take responsibility for results without excuses

                    Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect        Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

                    Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity      Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

                    Keep confidences

                    Do what you say you will do to the best of your ability

                    Be open about mistakes

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Speak of those that are absent only in a positive way

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Learning      Work together and learn from each other

Continuously improve and innovate

Be open to change

There is a high degree of responsibility for results – delivery without excuses

#### CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviors indicated for each capability.

#### JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.

#### SPECIALIST KNOWLEDGE AND SKILLS

- Use a range of computer based programs/systems, and the ability to quickly learn new computer based programs/systems;
- Working knowledge of Microsoft Office suite of programs;
- Understanding of the importance of good record keeping and the ability to effectively use council's document management system;
- Maintain confidentiality and sensitivity in dealing with personal information;
- Negotiate with staff and supervisors to obtain information required to complete job tasks;
- Communicate with stakeholders in matters of areas of responsibilities, policy and processes; and
- Analyse changing situations and develop appropriate responses.

#### MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.

- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

#### INTERPERSONAL SKILLS

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- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).

#### INFORMATION TECHNOLOGY SKILLS

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Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

#### CUSTOMER SERVICE SKILLS

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Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

#### EMERGENCY MANAGEMENT DUTIES

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As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

#### QUALIFICATIONS AND EXPERIENCE

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- A qualification and/or demonstrated experience in business administration.
- Experience in the use of IT systems including Microsoft Office suite.

#### LICENCES AND MANDATORY REQUIREMENTS

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- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to

commencement)

#### EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

#### INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

#### COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.





#### KEY SELECTION CRITERIA

1. A qualification and/or demonstrated experience in business administration.
2. Experience in the use of IT systems including Microsoft Office suite.
3. A self-starting attitude and flexibility to work in a range of work environments with a range of stakeholders.
4. Good written and verbal communication skills.
5. Ability to follow instructions and work according to established processes.
6. Ability to provide good customer service and ensure the quality of work outputs.

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.		<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.		<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	
		<b>SAFETY AND RISK MANAGEMENT</b>  Prioritising safe and ethical behaviour and decision-making in everything we do.			

## Customer Service and Communication

<p><b>Demonstrates commitment to a high standard of service to customers and the community.</b></p>	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

<p><b>Works co-operatively and effectively with others.</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>
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## Plan, Organise, Deliver

<p><b>Organises and prioritises own work to meet work commitments.</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>
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Future Focus	
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<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>
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People Development	
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<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>
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Manage Health and Wellbeing	
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<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>
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Safety and Risk Management	
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<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>
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ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Administration	Provide administrative support to the building services team	<ul style="list-style-type: none"> <li>• Liaison with staff of all levels</li> <li>• Liaison with external agencies / stakeholders including the public</li> <li>• Phone use</li> <li>• Computer use</li> <li>• Attend meetings</li> <li>• Handwriting notes</li> <li>• Data entry</li> <li>• Data extraction</li> <li>• Use of multiple council software</li> <li>• Report writing</li> <li>• Document filings</li> </ul>	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions		X		
			Sustained concentration				X
			Decision making				X
			Simple problem solving			X	
			Interaction with others				X
			Respond to change			X	
Prioritisation				X			