

Leeton Shire Council

POSITION DESCRIPTION



Leeton Shire Council Staff Mission and Values:

- ✓ Our mission is to be proudly trusted by the Councillors and the Community to deliver for them the very best outcomes in the most effective manner whilst enjoying a harmonious workplace that values and rewards its workforce for service excellence.
- ✓ We are a values-driven workforce and are committed to demonstrating a set of shared values that we have cogenerated as a team of staff. These are:

Trust Respect Integrity Collaboration Communication Innovation

- ✓ With these values leading how we perform our roles, staff have the chance to develop as leaders in their own right, enjoy a sense of **wellbeing** and **safety** and show and receive **loyalty**.

POSITION DETAILS

Position Title	Trainee Business Support Officer – Planning, Building & Health
Directorate	Economic & Community Development
Department	All within directorate
Location	Leeton Shire Council office, 23-25 Chelmsford Place, Leeton
Salary Grading	T2 – T7 Depending on age and qualifications
Employment Status	Ongoing – Full Time (after successful completion of the 3 month probation period)
Hours of Work	70 hours per fortnight worked over 19 days per month with one (1) rostered day off per month.
Supervisor	Manager Planning, Building & Health
Staff Reporting to Position	▪ Nil
Key Internal Relationships	▪ Director Economic & Community Development ▪ BSO Planning, Building & Health ▪ Planners and Building Surveyors ▪ Compliance Officers ▪ Economic & Community Development Team ▪ Customer Service Team
Key External Stakeholders	▪ General Public ▪ Local Businesses, under direction of Manager ▪ Government Agencies, under direction of Manager

PRIMARY PURPOSE OF POSITION

- ❖ To provide efficient and effective administrative and customer services support for the Planning, Building & Health Department.
- ❖ To occasionally assist the wider Directorate Economic & Community Development with administrative and customer services.

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document.

All staff are expected to demonstrate behaviours that align with Leeton Shire Council core values, Code of Conduct, Child Safe Policy and Equal Employment Opportunity Principles.

POSITION ACCOUNTABILITIES AND RESPONSIBILITIES

Finance:

- ❖ Comply with relevant budget processes and procedures, ensuring appropriate charge numbers and costing codes are used.

Strategy:

- ❖ Contribute to the review and updating of internal business processes.

Customer/Stakeholder:

- ❖ Attend to customer requests and enquiries (phone/counter/electronically).
- ❖ Provide specialist information and advice to customers.
- ❖ Participate in school and interest group tours and talks as appropriate.

Operations:

- ❖ Enhance the positive image of Council by providing exceptional face to face, online and phone customer service.
- ❖ Assist with processing customer enquiries and customer requests using Council's systems and Government planning systems.
- ❖ Assist to prepare, disseminate and upload Meeting Agenda's and Minutes.
- ❖ Assist to prepare, maintain and run Registers in accordance with Council policies and procedures.
- ❖ Assist to manage mail and keep records in accordance with Council policies and procedures.
- ❖ Assist to make bookings, create schedules, organise appointments and manage diaries.
- ❖ Assist to set up meetings and make relevant arrangements such as catering or technology requirements.
- ❖ Assist the preparation of legal documents such as tenders, contracts, certificates and orders.
- ❖ Enter data and assist to prepare letters, newsletters, brochures, advertising and reports to Council standards.
- ❖ Assist to create purchase orders, pay invoices, reconcile credit card statements and collect/process payments.
- ❖ Monitor and manage stationery requirements and assist with staff functions (regular and special), within designated Department.

WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the safety of themselves, all employees of council and members of the public.

Workers have the following responsibility, authority and accountability:

- ❖ Working safely so as not to put yourself or others at risk
- ❖ Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- ❖ Cooperating and complying with safe work methods statements, policies and procedures and participating in their development
- ❖ Reporting all accident, incidents and hazards to your supervisor/manager immediately and participating in accident/incident investigation and risk management activities

- ❖ Attend all WHS training

A full list of Leeton Shire Council's WHS responsibilities and accountabilities are available within the 'Conditions of Employment Essential Information' document.

SELECTION CRITERIA

Essential

Qualifications/Licences/Experience:

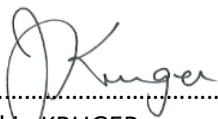
1. Meet the requirements to successfully enrol in at least a Certificate IV Business or Similar (with a customer focussed stream) and willingness to complete the qualification within two years. A Diploma level traineeship will also be considered.
2. It is mandatory to possess and maintain at least a Provisional or Class C drivers' licence. Failure to retain such licence may be grounds for dismissal.

Skills and Attributes:

1. Be a customer focused person with excellent interpersonal skills and the proven ability to relate well with the general public and fellow employees and maintain positive relationships with all stakeholders.
2. Resilience when dealing with difficult customers, including ability to deescalate highly emotional situations.
3. A demonstrated ability to show initiative and innovation and to solve problems by examination and analysis of available options and to successfully implement improvements.
4. Demonstrate an intermediate understanding and working knowledge of Microsoft Word/Excel and other computer applications.
5. A shown desire to continually seek self-improvement and willingness to attain skills and training when required.
6. Capable of writing standard reports following prescribed formats.

Desired Requirements:

- ❖ An interest in land-use planning, building inspection and / or environmental health



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Jackie KRUGER
General Manager

I hereby accept the terms and conditions set out in this position description for Trainee Business Support Officer – Planning, Building & Health.

Dated this day of 20.....

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Signature