



POSITION DESCRIPTION

POSITION DETAIL

Position Title	Development Services Administration Officer	
Position Number	9023	
Department / Section	Development Services	
Work Location	Administration Building	
Revised	April 2022	
Award / Level	Local Government Industry Award 2020	4/5

THE ORGANISATION

Our Mission

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.

Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

Our Corporate Values

- **Safe** - focus on importance of safety in the organisation
- **Open** - engage in two way communication, with transparency and trust
- **Accountable** – know what you are responsible for, take ownership and deliver
- **Respectful** – demonstrate respect for others skills, knowledge and differing value systems

THE POSITION	
Positions supervised	Nil
Reports To	Executive Manager Development Services
Summary & Objectives	To provide administrative and customer service support to the development services department and ensure statutory functions relating to the Development Services Section are carried out in a professional, proactive and efficient manner in accordance with relevant legislation and policies.
Responsibilities & Duties	<p><u>Position</u></p> <p><u>General</u></p> <ul style="list-style-type: none"> • Respond to written, telephone and/or front counter enquiries with regard to building, planning, ranger and health matters and the Acts, Regulations, Codes and Council policies involved commensurate with ability. • Provide administrative assistance to Development Services generally, including data input, letter writing, purchase orders and processing building/planning application documentation. • Maintain a working knowledge of all relevant legislation, policies and procedures • Process advice of sales and plan search requests. • Promote effective liaison with ratepayers on Council requirements for approvals under appropriate statutes relating to development services. • Respond to written, telephone and/or front counter enquiries with regard to building, planning, ranger and health matters and the Acts, Regulations, Codes and Council policies involved commensurate with ability. <p><u>Building</u></p> <ul style="list-style-type: none"> • Provide advice to owners, developers, tradespeople and others on the building application process. • Accept and lodge building applications and ensure correct payment of fees. • Process Certified Building Applications and Demolition Permits to ensure compliance with relevant Acts, Codes and Council Policies prior to approval by building surveyor • Advise on retaining walls and fencing enquiries/disputes within knowledge base. • Send appropriate information to the Department of Fire and Emergency Services (DFES) and other government agencies as required. • Prepare monthly building statistics for monthly report and annual report

Responsibilities & Duties
Continued...

Planning

- Answer general planning enquires and complete advice of sales information as required.
- Provide advice to owners, developers, tradespeople and others on the development application process.
- Accept and lodge development applications and ensure correct payment of fees.
- Update development application information including register of applications, notification letters and updating statistics
- Undertake general bulk mail outs for major development applications under the direction of the manager of planning
- Maintain register of home business, home occupation, Extractive Industry Licence and send renewal letters
- Prepare monthly planning statics for monthly report and annual report

Health and Waste

- Answer general health and waste enquires and complete advice of sales information as required.
- Accept and lodge health applications and licences and ensure correct payment of fees
- Update health and waste application information including register of applications, notification letters and updating statistics
- Provide advice to owners, developers, customers and others on the health application process.
- Provide information to customers regarding waste matters
- Maintain registers of health licences including food businesses, lodging houses, caravan parks, stables, morgues and others and send renewal letters and certificates
- Prepare templated health approvals and apply standard conditions
- Assist with health and waste invoicing, controlled waste data entry, follow up unpaid licences
- Accept and approve rubbish collection requests, update master lists and liaise with waste contractors, customers and internal departments.

Rangers and Emergency Services

- Answer general ranger and emergency services enquiries and complete advice of sales information as required
- Provide information to customers regarding ranger and emergency services matters including fire permits, restricted burning periods, dog and cat registration
- Prepare letters and correspondence for ranger and emergency service section
- Prepare purchase orders and undertake procurement in line with existing policy and procedures

	<p><u>Organisational</u></p> <ul style="list-style-type: none"> • Embrace, support and participate in change to assist in achieving the Shire's goals and objectives. • The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire. • Actively participate in the ongoing development, compliance and promotion of professional customer service standards. • Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery. • Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety & Health, EEO legislation and Council's Policies and Procedures. <p><u>Occupational Safety & Health, Employee Requirements</u></p> <p>Employees are responsible and accountable for:</p> <ul style="list-style-type: none"> • Complying with workplace procedures for risk identification, risk assessment and risk control • Participation in activities associated with the management of workplace health and safety • Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace • Correct utilisation of appropriate personal protective equipment
<p>Authority and accountability</p>	<p>This position operates under the broad direction of the Executive Manager Development Services within established guidelines, procedures and policies of Council as well as the statutory provisions of the Local Government Act and health, planning and building legislation.</p>
<p>SELECTION CRITERIA</p>	
<p>Essential (1-11)</p>	<ol style="list-style-type: none"> 1. Hold a current unrestricted C-class national drivers' licence. 2. Provision of a current National Police Clearance.
<p>Interpersonal skills</p>	<ol style="list-style-type: none"> 3. Sound interpersonal, public relations and customer service skills, with the ability to work at all levels and work in a team environment. 4. Developed customer service focus and a genuine desire to assist others.

Judgment and problem solving	<p>5. Developing ability to evaluate and explain possible solutions to problems.</p> <p>6. Ability to exercise discretion and ensure confidentiality of information.</p>
Management skills	<p>7. Proven time management skills, with the ability to work under pressure and be well organised.</p> <p>8. Excellent written, numeracy and verbal communication skills, including developing conflict resolution skills and report writing skills.</p>
Specialist Skills and Knowledge	<p>9. High level of computer literacy and proficiency including use of Microsoft Word, Excel and Internet applications.</p> <p>10. Developing ability to interpret codes, policies, acts and apply legislation.</p> <p>11. No formal minimum qualifications are necessary</p>
Desirable (1-5)	<p>12. Experience reading building plans</p> <p>13. Ability to gain working knowledge of Council's Local Laws and Policies, <i>Building Act 2011</i>, <i>Local Government (Miscellaneous Provisions) Act 1960</i>, Planning and Health legislation and the ability to gain general knowledge of the National Construction Code Series.</p> <p>14. Previous local government experience.</p> <p>15. Ability to gain working knowledge and understanding of Health and Building appeals process including the State Administrative Tribunal</p> <p>16. Experience or interest in the building, health or planning industry.</p>

PRESENT INCUMBENT

Name: _____

Signature: _____

DATE: _____
