

Role Charter

POSITION:	BUSINESS SUPPORT OFFICER
Reports to:	Coordinator Business Support
Accountable to	Manager Development & Compliance
Group:	City Planning
Date revised:	March 2021

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To provide administration support across the Development & Compliance section through the provision of professional, timely and effective administrative services to deliver the key accountabilities, functions and activities of the group.

To provide support and technical assistance for a variety of activities including development applications, construction certificates, complying development, subdivision applications, fire safety program, compliance matters and associated services. The position is also responsible for direct liaison with a diverse range of internal and external stakeholders.

Core Accountabilities

1. Provide professional administrative and technical business support to the Development & Compliance Section, including but not limited to managing customer enquiries, facilitating

development applications and associated services in accordance with the legislative requirements and Council's adopted policies.

2. Review and analyse development and compliance applications of all types in a timely manner, whilst also ensuring quality assurance.
3. Specialise in a range of development or compliance business support functions, to ensure multi-skilling across the section to provide resilience to the team.
4. Participate in and contribute to ongoing analysis of processes and systems to ensure efficient outputs and continuous improvement.
5. Deliver an exceptional and consistent customer experience to internal and external stakeholders through passion, empathy, resourcefulness, and a commitment to making things easy

Undertaking any other duties, projects or tasks as directed by the Coordinator or Manager which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Minimum Certificate III in Business Administration or equivalent.
2. Contemporary knowledge and demonstrated experience in the provision of administrative and technical support to a team in a multi-disciplinary environment.
3. Demonstrated experience communicating effectively with internal and external stakeholders and the ability to provide an exceptional customer experience to both.
4. Advanced administrative and general office skills including in the use of complex business systems, and the Microsoft Office Suite including Outlook, Word and Excel
5. Demonstrated ability to effectively prioritise tasks and meet deadlines with a proven ability to proactively seek opportunities for continuous improvement.
6. Highly developed interpersonal skills and a proven ability to work productively as a member of a team and contribute to team goals.

Desirable Criteria

1. Minimum Certificate III in Business Administration or equivalent.
2. Previous experience working in Local Government, particularly where it relates to the functions of development, compliance, customer experience or records management.
3. Proven ability to provide advice to a diverse range of stakeholders necessary to ensure appropriate outcomes consistent with organisational policy and legislation.
4. Certificate IV in Business Administration.

Date:

Agreed:

Employee Name

Employee signature