

BUSINESS PARTNER - PERMITS

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well <ul style="list-style-type: none">• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
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The position is:

Position Title	Business Partner - Permits		
Department & Section	Community Development, Community & Environmental Health		
Team	Community & Environmental Health		
Reporting to	Community & Environmental Health Support Coordinator		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 4		
Position Number	4132	Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

The Business Partner - Permits provides a single customer contact point for permits, processing 'simple' permits and referral and co-ordination of technical advice for 'complex' permits. They place the customer at the front and centre of everything and seeks to make the permit process simple for the customer to engage in, while managing risk to council and risk to the community. They will ensure the customer understands what to expect, what they must do, costs involved and how long the process should take.

What does the position do?

- Responsible for receiving, assessing, and issuing of a variety of permits with the customer experience front of mind and in line with council policies, guidelines and legislative requirements
- Provide specialist advice to customers both internally and externally in relation to permits
- Liaising closely with relevant internal stakeholders to ensure permits and processes meet the varying demands of businesses, residents and visitors and where possible identify and recommend opportunities for improvement
- Coordinating the end-to-end process for permits across Council departments including receiving and analysing technical advice on permit applications and communicating the advice with the customer in both verbally and in writing
- Develop innovative ways to achieve high quality outcomes for customer, working within legislative and policy guidelines
- Reviewing feedback from customers in contributing to the review of policies, practices and procedures for permits
- Maintain records relating to the licenses and permits issued in accordance with procedures, including the financial management of permit revenue
- Maintaining effective relations with business owners, permit applicants and staff across the organisation
- Coordinate permit renewals and extensions within key timeframes to ensure customers fulfill their permit obligations while operating within the public realm
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes to our community
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations
- Other reasonable duties as required.

What outcomes does the position deliver?

- Provide a single customer contact point for permits, processing 'simple' permits and referral and co-ordination of technical advice for 'complex' permits
- Support a positive work culture that reflects the organisational values
- Great customer service to internal and external customers.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing
- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Develop constructive work relationships through trust and effective interpersonal skills
- Sound problem solving, innovative thinking and informed decision making
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts
- Ability to identify opportunities and development and implement process improvements for permits with customer experience front of mind
- Time management skills to process permit applications within set delivery times
- Ability to handle and resolve conflict
- Self-driven enthusiasm and optimism to complete tasks.

Qualifications for the position

- Nil.

Experience

- Demonstrated ability to communicate effectively with a wide range of stakeholders
- Demonstrated experience in problem solving to meet customer needs within Councils policies and guidelines
- Extensive experience in a role where customer services was an integral part of the role
- Experience in conflict management, negotiation and mediation is desirable.

Knowledge

- Strong interpersonal skills with the ability to effectively engage with a diverse range of customers
- Knowledge of land classification for permits approval processes
- Highly developed working knowledge of the legislation, regulations, by laws and typical policies relevant to permits
- Highly developed written, oral and interpersonal communication skills, with the ability to adapt and relate to people from diverse backgrounds
- Highly effective time management and ability to balance competing priorities
- Strong understanding of risk management principles and processes
- Ability to read and interpret plans submitted as part of the permit process
- Knowledge in traffic management
- Effective negotiation skills to deliver positive outcomes to the community in situations where there may be conflict
- Knowledge of Local Government functions and responsibilities including the roles, services and functions provided by Council.

Information Management/Cyber Security

- Appropriate information management practices are implemented
- Maintain knowledge and application of Council's IT systems relevant to role

POSITION DESCRIPTION



- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety
- Co-operate with any reasonable WHS policy or procedure relevant to their work
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____