

Position Description

Administration Officer

Position Title:	Administration Officer	Directorate:	Infrastructure & Development
Position Number:	100379	Department:	Development
Employment Status:	Full-Time	Position Type:	Indoor Employee
Employment Type:	Permanent	Location:	374 Main Road, Glenorchy
Classification Structure:	Grade 2		
Reports to:	Coordinator Development Administration		

PRIMARY PURPOSE:

The Administration Officer provides customer service and administrative functions for the Building, Plumbing, Environmental Health and Planning Sections.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Administration Officer** reports to the **Coordinator Development Administration** for all operational and management matters.
- The role is a key contributor to the Development Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, developers, property owners and occupiers, development professionals, solicitors, State Government agencies and statutory bodies, visitors and contractors to the City of Glenorchy and other councils.

Accountabilities And Responsibilities

Administration Support	▪ To provide quality administrative support for the Building, Plumbing, Environmental Health and Planning Sections, whilst ensuring adherence to statutory time frames, namely: ▪ Carrying out the registration, advertising, referrals and issue of permits and correspondence associated with those applications and appeals ▪ To assist members of the public to meet the minimum requirements for lodging applications, including requests for further information ▪ Manage basic departmental enquiries ▪ Accept, register and maintain applications within Technology One ▪ Issue and amend invoices ▪ Follow up on unpaid application fees, when required ▪ Maintain a register for Strata Title Applications within Technology One ▪ Process Start Work Notifications and Authorisations when required
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	▪ Research, retrieval and compilation of existing approvals and other documentation for residential and commercial plan requests ▪ Responsible and accountable for creating, keeping and maintaining authentic, accurate and reliable records ▪ Archive files as required maintaining file space ▪ Ensure files are resubmitted as required for administrative matters ▪ To maintain a register for the backflow prevention devices, prepare test reminder notices and mail out device registration invoices ▪ Issuing food business renewal applications, invoices and certificates. ▪ To carry out other general administration duties within the Department
Team Work and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives. ▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.

Governance, Risk and Compliance	▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.
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Key Selection Criteria	
Essential Qualifications	▪ Completion of Certificate III/IV in Business (Administration) or equivalent coupled with relevant administrative support experience in a professional office environment
Licences	▪ Drivers Licence (preferred but not essential)
Skills and Experience	▪ A commitment to quality customer service, including fostering a culture of customer service excellence ▪ Proven time management and organisational skills that ensures the timely and effective delivery of services and functions relevant to the key duties of the position ▪ Demonstrated ability to work as an effective team member in a small discrete unit ▪ The ability to effectively communicate, both written and oral, with a wide and diverse range of customers ▪ High level of ability in the use of Microsoft Office applications, electronic record keeping systems and enterprise systems such as Technology One

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.



Our Values

**WE RESPECT EACH OTHER**

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters

**WE ARE TRUSTED**

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn

**TOGETHER WE ARE BETTER**

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge

**WE DELIVER**

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own
We trust and are **TRUSTED** by each other
We know that by working **TOGETHER** we achieve better outcomes
We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	