

POSITION DESCRIPTION

Section 1 – POSITION DESCRIPTION

Position Title	Development & Environment Administration Assistant
Doc ID	13148
Department	Development & Environment
Grade	D
Function Group	CS3.0
Status	Permanent
Hours of Duty/days worked	Minimum 21 hours per week
UV Rating	Low
Directorate	Deputy General Manager - Infrastructure Services
Supervisor	Development & Environment Coordinator
Date Compiled	June 2009
Date Modified	*May 2012 *November 2014 *January 2015 *June 2016 *April 2018 *July 2018 *August 2025 *September 2026 Updated to reflect current legislation and administrative requirements
MJES Completed	1 October 2026

Vision

ACHIEVING TOGETHER

Corporate Values “ECLAIRS”

- Ethical
- Caring
- Loyalty
- Accountability
- Integrity
- Respect
- Safety

Purpose of Position

This section should contain an encompassing statement of the major focus of the position. It should not define/list tasks, or responsibilities.

To provide efficient and professional administrative support to the Development and Environment section, ensuring accurate information management, responsive customer service and effective coordination of business processes that support the delivery of development, planning and environmental services to the community.

Key Responsibilities for the Position

The key responsibility areas (KRA's) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities. Ideally, each KRA should cover a separate area of the work function. Most positions should be adequately covered by 5-8 KRAs. No position should require more than 8 – maximum. The KRA's are each broadly defined explaining the essential functions of the position. In addition each KRA may also be accompanied by detailed lists of tasks of how work is to be carried out.

Key Responsibility Areas		
	<i>What</i>	<i>How</i>
1	Customer Service and Enquiry Management	Provide timely, accurate and professional assistance to internal and external customers, ensuring enquiries are effectively managed, resolved or referred in accordance with Council procedures and service standards.
2	Information and Records Management	Maintain accurate and secure records, correspondence, registers and electronic documentation in accordance with Council policies, legislative requirements and records management standards.
3	Development and Environment Administrative Support	Provide administrative support to the Development and Environment section, assisting with the efficient coordination of applications, correspondence, reports, workflows and business processes.
4	Planning, Property and Certificate Administration	Support the administration and processing of planning certificates, property searches and related development information, ensuring accuracy, confidentiality and compliance with legislative and organisational requirements.
5	Communication and Workflow Coordination	Coordinate document workflows, information requests and routine communications to support efficient business operations, effective stakeholder engagement and timely service delivery.
6	Governance, Compliance and Continuous Improvement	Apply Council policies, procedures and legislative requirements while contributing to process improvements, maintaining confidentiality and supporting a safe, compliant and customer-focused workplace.

Key Selection Criteria

Experience / Knowledge / Attributes: List the required experience and clearly indicate whether it is mandatory or desired by highlighting (underlining) the word 'Essential' or 'Preferable'.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<i>Essential/ Preferable</i>
1	Demonstrated experience in administration, customer service or business support functions.	Essential
2	Proficiency in Microsoft Office applications and contemporary business systems.	Essential
3	Demonstrated ability to use electronic document and records management systems.	Essential
4	Certificate III or higher in Business Administration, Business Services, Local Government Administration, Records Management or a related discipline.	Preferable
5	Experience working in local government, planning, development, environmental services or a regulatory environment.	Preferable
6	Training or experience in records management, information governance or customer service.	Preferable

Experience / Knowledge / Attributes: Required by the incumbent to successfully perform the positions key responsibilities. Most positions should be adequately covered by 8 Criteria's	
1	Demonstrated ability to provide professional, responsive and customer-focused service to a diverse range of internal and external stakeholders.
2	Demonstrated experience performing administrative and business support functions, including document preparation, correspondence management and coordination of workflows.
3	Demonstrated experience maintaining accurate records and managing information within electronic document and records management systems.
4	Highly developed written and verbal communication skills, including the ability to communicate clearly, professionally and confidentially.
5	Demonstrated proficiency in Microsoft Office Suite and the ability to quickly learn and effectively use corporate software applications.
6	Proven ability to prioritise competing tasks, maintain attention to detail and meet deadlines in a busy and changing work environment.
7	Demonstrated ability to work collaboratively with colleagues, contribute positively to team outcomes and build effective working relationships.
8	Ability to interpret and apply procedures, policies and legislative requirements relevant to development, planning, environmental and local government administration activities.
9	Demonstrated ability to identify issues, exercise sound judgement and seek appropriate solutions or escalation when required.
10	Understanding of and commitment to privacy, confidentiality, records management, work health and safety, risk management and ethical conduct principles.

Supervision Reporting Relationships:

This position' reports to supervisor/manager: A brief description of the breadth of supervision should be provided

- | | |
|---|--|
| 1 | Reports to Development & Environment Coordinator

The Administration Officer works under the direction of the Development & Environment coordinator and is responsible for carrying out work within established policies, procedures and legislative requirements. The role exercises judgement in prioritising workloads, responding to customer enquiries, managing information and records, and coordinating routine administrative processes. Matters involving technical interpretation, policy direction, regulatory decisions or significant risk are referred to the Development & Environment coordinator or relevant specialist staff. The position is expected to work with a high degree of reliability, initiative and professionalism while supporting the operational needs of the Development & Environment section. |
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Positions reporting to this position: A brief description of the roles of the staff supervised (and titles if relevant) should also be stated.

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|---|-----|
| 1 | Nil |
|---|-----|

Location of Work:

Provide a description of the places that this position will be working at.

- | | |
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| 1 | Council Chambers, 141 East Street, Narrandera NSW 2700 |
|---|--|

Extent of Authority

To what extent does this position have authority? For example, specific delegations, budget, expenditure authorisation, special decision-making authority.

Specific Authority/ delegations

- | | |
|---|---------------------------------------|
| 1 | No specific authority or delegations. |
|---|---------------------------------------|

Liaise With:**Internal:**

The internal positions that this position comes in contact with regularly.

- | | |
|---|---------------------------------------|
| 1 | Development & Environment Coordinator |
| 2 | Customer Service team members |
| 3 | Compliance Officer and Relief Ranger |

External:

The <u>external</u> people or organisations that this position comes in contact with regularly	
1	Residents, ratepayers and members of the public
2	Property owners, purchasers and authorised representatives
3	Developers, builders, contractors and consultants
4	Surveyors, planning consultants, accredited certifiers and environmental consultants
5	Solicitors, conveyancers and real estate professionals
6	State Government agencies and regulatory authorities
7	Utility and service authorities
8	Community organisations, local businesses and external service providers
9	Property owners, purchasers and authorised representatives

Section 2 - POSITION REQUIREMENTS FOR ALL EMPLOYEES

Key Result Area Compulsory for all employees		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Customer Service	Achieve customer service standards in accordance with Council's customer service charter.
2	Record Keeping	All Staff are responsible for ensuring all records and documents in their use are accurate and recorded according to Council procedures.
3	Equal Employment Opportunity (EEO)	In accordance with Council's Equal Employment Opportunity obligations and the <i>Anti-Discrimination Act 1977 (NSW)</i> .
4	Policies, Procedures & Code of Conduct	Adhere to all Council policies, procedures and the Code of Conduct.
5	Work Health & Safety (WHS)	In accordance with the <i>Work Health and Safety Act 2011 (NSW)</i> . Refer to Section 4 of this Position Description for a list of responsibilities.
6	Training and Development	Attend all required training and development activities. Provide evidence of any required licences, certifications or qualifications to Human Resources.

Section 3 – ESSENTIAL SCHEDULE OF TASKS

Position Tasks

Key Result Area Customer Service & Enquiry Management		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Customer Service Delivery	Provide professional, courteous and responsive customer service to internal and external customers in person, by telephone and through electronic communication channels. Demonstrate a positive and customer-focused approach in all interactions.
2	Enquiry Management	Ensure enquiries are accurately received, recorded, responded to or referred to the appropriate officer within agreed service levels.
3	Customer Requests	Create and process customer requests using Council systems in accordance with established procedures and workflows.
4	Customer Follow-Up	Provide timely and accurate updates regarding the status of requests, enquiries, applications and correspondence.
5	Information Provision	Provide accurate information regarding Development and Environment services, processes and requirements within the limits of the position's authority and knowledge.

Key Result Area Information and Records Management		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Registration of Records	Register incoming electronic and physical correspondence in accordance with Council's records management procedures.
2	Records Classification	Allocate records to the appropriate file structure, workflow and responsible officer using Council's EDRMS.
3	Document Management	Ensure documents are accurately stored, maintained and retrievable within corporate systems.
4	Information Integrity	Maintain accurate, complete and reliable records that support operational and legislative requirements.
5	Records Retrieval	Locate and provide information or records to authorised staff and customers in a timely manner.

Key Result Area Development and Environment Administrative Support		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Administrative Support	Provide effective administrative support to the Development and Environment section.
2	Correspondence Preparation	Prepare correspondence, reports and documentation using approved templates, styles and corporate standards.
3	Data Management	Maintain and update registers, databases and section records accurately and in a timely manner.
4	Workflow Support	Assist in coordinating administrative workflows, information requests and routine business processes.
5	Team Support	Provide support to section staff to assist with efficient service delivery and business operation

Key Result Area Planning, Property and Certificate Administration		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Assist the Development & Environment team	The ability to retrieve routine documents from archives and update items to the corporate library Assistance in the maintenance of the corporate library Assistance in the maintenance of the EDRMS contacts database Ability to add and retrieve items from legal documents and certificates of title storage
1	Planning Certificate Administration	Process planning certificate applications in accordance with legislative requirements, Council procedures and adopted service standards.
2	Property Searches	Conduct property and records searches using available electronic and physical records.
3	Information Verification	Ensure property, land and application details are accurately verified prior to processing or issue.
4	Certificate Preparation	Prepare certificates and supporting documentation for review and approval by authorised officers.
5	Escalation of Issues	Identify discrepancies, anomalies or missing information and refer matters for technical review where required.

Key Result Area Communication and Workflow Coordination		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Communication Management	Coordinate incoming and outgoing correspondence and communications within required timeframes.
2	Workflow Allocation	Monitor and distribute workflows, correspondence and requests to the appropriate staff member or business unit.
3	Stakeholder Liaison	Maintain professional working relationships with internal and external stakeholders.
4	Follow-Up Actions	Monitor outstanding actions and ensure timely completion or escalation where required.
5	Coordination Activities	Assist in coordinating meetings, information requests and administrative activities as required.

Key Result Area Governance, Compliance and Continuous Improvement		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Legislative and Policy Compliance	Perform duties in accordance with relevant legislation, Council policies, procedures and corporate requirements.
2	Confidentiality and Privacy	Handle information appropriately, maintaining confidentiality and privacy obligations at all times.
3	Process Improvement	Identify opportunities to improve systems, processes and service delivery and communicate suggestions to management.
4	Risk and Compliance Awareness	Report identified risks, issues or non-compliance in accordance with Council procedures.
5	Professional Conduct	Demonstrate behaviours consistent with Council's values, Code of Conduct and

Section 4 – ENTERPRISE RISK AND WORK HEALTH AND SAFETY RESPONSIBILITIES – WORKERS/EMPLOYEES

Position Tasks

Key Result Area Enterprise Risk and WHS Responsibilities		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Comply with safe working procedures	Comply with the WH&S Act section 28, Duty of workers; (a) Take reasonable care for his or her own health and safety; and (b) Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this act; and (d) Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. Follow safe work procedures established by Council
2	Use of appropriate personal protective equipment and safety systems	Where PPE is required to control exposure to hazards in the workplace, wear and maintain the PPE as directed, as indicated in a risk assessment, or as required in WH&S procedures, or as in the safe work method statements.
3	Assist with the preparation of risk assessments and safe work method statements	Before commencing work or job where there is an identified risk, conduct a risk assessment to identify, assess and control the hazards associated with the work or job. This must be conducted in conjunction with other relevant staff, and the supervisor; Assist in the annual review of safe work method statements.
4	Report WH&S	Report workplace hazards to the supervisor or manager and WHSO as soon as possible after they occur or are identified; and Report injury or illness arising from workplace activities using the Incident /Injury/ Near miss report form as soon as possible after incident.
5	Enterprise Risk and WHS Training	Attend all required Enterprise Risk and WHS training.

POSITION: Development & Environment Administration Assistant			
GRADE: D			
LEVEL	COMPETENCIES	Yes	No
Entry			
<i>The employee has the basic skills to meet the requirements of this type of work Entry will display the selection criteria of the position</i>	Listens attentively to peoples' ideas and concerns	☐	☐
	Enters data accurately using organisation systems	☐	☐
	Responds with courtesy, clarity and accuracy to inquiries from customers, agencies and other staff	☐	☐
	Asks clear concise questions to obtain information	☐	☐
Step 1			
<i>The employee has all the skills to do this job at NSC (using Council's systems, equipment, policies, standards)</i>	Have proven competencies for Entry Level	☐	☐
	Keeps other staff informed about progress and problems	☐	☐
	Uses systems to organise information and work progress	☐	☐
	Uses appropriate business style writing	☐	☐
	Demonstrates knowledge of Council policies and procedures	☐	☐
Step 2			
<i>The employee has the skills that foster multiskilling in a team/section/department</i>	Have proven competencies for Step 1	☐	☐
	Behaves courteously to acknowledge the concerns of confused, frustrated, rude or hostile customers	☐	☐
	Expresses ideas clearly and concisely in writing	☐	☐
	Prioritises tasks in a changing environment with frequent interruptions and changing deadlines	☐	☐
	Develops systems to organise information and work progress	☐	☐
Step 3			
<i>The employee has skills to confidently undertake higher duties</i>	Have proven competencies for Step 2	☐	☐
	Demonstrates understanding of regulations, policies and guidelines to assist customers	☐	☐
	Applies due diligence and sound judgement when responding to requests and dealing with confidential information	☐	☐
	Identifies solutions to problems and takes action autonomously to resolve them or refers to management when appropriate	☐	☐
	Establishes and maintains electronic and paper filing systems for ease of retrieval	☐	☐

Completed Competencies

I have reviewed the competencies for this employee and indicated the step that their skill set currently meets.

Signed:..... Date:.....

Employee:..... Date:.....