

**Administration Assistant Planning and Development
(Temporary up to 12 months)**

Council is currently seeking applications for an Administration Officer to join our Planning and Development team.

This is a temporary, full-time position for up to a period of 12 months. Employment beyond this period is not guaranteed.

About the role

The administration office provides efficient and effective administrative and secretarial support for Council's Planning and Development Department. This also includes the Town Planning, Building and Plumbing Sections. Excellent communication skills are required to provide customer support including advice to and liaising with the public, trade persons, relevant authorities, external organisations and other Council staff. We are looking for a self-starter who is able to work independently when required and organise their time effectively to meet deadlines.

Why work for us?

- 9-day fortnight (72.5hrs fortnight)
- Up to 12% Employer Superannuation with ability to salary sacrifice employee contribution.
- 5 weeks Annual Leave per year (pro-rata)
- Salary Packaging available
- Supportive and motivating team
- Active Social Club
- Fitness Passport Program
- Flexible work arrangements
- Relaxed lifestyle, boating, fishing, sports facilities, private and public schooling options up to Grade 12, cultural venues and events and all of this situated in a thriving agricultural community only an hour away from Townsville or two hours from the magical Whitsundays.

All applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 3 (\$86,249pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **24/88 – Administration Assistant – Planning and Development** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 24/88, PO Box 974, Ayr Qld 4807

Applications close on Monday, 6 January 2025 at 5:00pm. Word or PDF format is preferable.

For further information please contact the Manager Planning and Development – Kellie Galletta on (07) 4783 9800.

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, with examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Knowledge of the multi-disciplinary requirements pertaining to the building and plumbing industries.
2. Demonstrated skills and experience with the Microsoft Office Suite of applications and other software applications including Technology One products Electronic Content Management (ECM) and Property and Rating modules.
3. Demonstrated experience in the provision of expert advice to customers including professionals, tradespeople, the public, solicitors and developers.
4. Demonstrated customer service skills.
5. Current 'C' class driver's licence.

Desirable

1. Demonstrated knowledge and understanding of the Building Act and Water Act including associated regulations, policies and codes.
2. Demonstrated experience within the Local Government sector.
3. Demonstrated sound verbal and written communication and interpersonal skills.
4. Demonstrated organisational and time management skills.

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Position Number	30022
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 3
Reports To	Manager Planning and Development
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

Provide efficient and effective administrative and secretarial support for Council's Planning and Development Department, which includes the Town Planning, Building and Plumbing Sections. Provide customer support including advice to and liaising with the public, trade persons, relevant authorities, external organisations and other Council staff.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Provide general technical advice and support for general enquiries and the lodgement of Building and Plumbing Applications, Siting Relaxations, 1% AEP Flood Certificates, Backflow Prevention Device Testing and Building & Plumbing Record Searches.
- Manage the application and approval process in Tech 1 – Ci Property & Rating and ECM for all applications.
- Create and maintain/finalise Purchase Orders/Purchase Card transactions in Tech 1 Core Enterprise Suite for Council Building Maintenance, including Progress Payments.
- Liaise with external customers to book building and plumbing inspections in the relevant Microsoft Outlook calendar.
- Obtain relevant information and generate building and plumbing records searches and other historical file information/documentation.
- Liaise with Council's Building Certifier & Plumbing Inspector to issue Show Cause Notices, Enforcement Notices PINS and other legal documentation when necessary.
- Create Building Maintenance Requests in Tech 1 and maintain.
- Under limited direction provide administrative support for the department.
- Assist in maintaining a comprehensive electronic copy of all new building and plumbing applications by ensuring appropriate scanning practices are devised and implemented.
- Ensure record keeping is in accordance with relevant established policies, procedures and standards and assist in the maintenance and management of Council property/application

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files.

- Ensure statutory statistical returns are completed in accordance with Government Agency requirements and run end of month/financial year reports in Ci Property & Rating.
- Ensure all properly made Development Applications for building and plumbing works are processed in accordance with relevant legislation.
- Other duties as directed by Council's Manager of Planning and Development. An employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.

Position Requirements**Knowledge**

- Working knowledge of statutory requirements of Government Departments and Council as they relate to the Building, Plumbing and Town Planning Sections.
- Comprehensive knowledge of the requirements of the Queensland Building & Construction Commission, QLeave (Portable Long Service Leave) and Queensland Fire and Emergency Services as they relate to building and/or plumbing projects.
- Working knowledge of specific sections of legislation relevant to the duties of the position.
- Detailed knowledge of procedures and requirements of the Building, Plumbing, Facilities Management and Town Planning Sections day-to-day operations.
- Sound knowledge of Council's "Floor Heights for Buildings with Habitable Rooms" Policy.
- Sound knowledge of Council's organisational structure.

Skills

- Advanced numeracy and reading comprehension skills.
- Well-developed verbal and written communication skills.
- Sound problem-solving skills.
- Sound research skills.
- Well-developed time management skills.
- Advanced data entry skills.
- Advanced skills in the operation of office equipment.
- Fundamentally proficient in the use of Council's software applications including:
 - Ci P & R – name/land/property/receipt enquiries/maintenance, amending templates, amending condition controls, creation and maintenance of journals, applications, customer requests, event bulk processing & generating reports.
 - Ci CES – raise purchase requisitions through to issuing and delivering purchase orders, searching/creating work orders, finalising purchase card transactions.
 - ECM – general information retrieval searches, registering documents, monitoring task lists, amending PDF files for application documentation.
 - Microsoft Office – Word, Excel, PowerPoint & Outlook (including inspection bookings, meeting requests, etc).
 - Intramaps – searching different layers, e.g. sewer/water mains, easements, flooding, planning zones, pools, produce printouts.

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- Reliansys – entering comments for operational plan quarterly updates.
- Resolve (CivicClerk) – create and upload meeting reports.
- CDMS – upload, alter and remove documents for department.
- Jadu Control Centre – updating Council’s website on pages relevant to the department.

Abilities

- Ability to provide general facilities management, building and plumbing advice to management and employees.
- Ability to resolve work procedural issues within established constraints.
- Ability to work autonomously under general direction.
- Ability to manage time, set priorities, plan and organise own work.

Other Requirements

- Personal attributes of honesty, integrity, commitment, enthusiasm, reliability, personal presentation, adaptability and the ability to deal with pressure.
- Application of confidentiality conditions to all work-related information, documents and situations.

Experience and Qualifications

- Experience in the work area of Facilities Management, Building and Plumbing.
- Experience in the operation of Technology One Property & Rating and ECM software.
- Considerable experience in liaising with the public, professional and trades persons.
- Experience in Local Government functions and administration.
- Considerable experience in attending to correspondence and compilation of reports as they relate to the position.
- Extensive experience in the use of computers and specific Council software applications to perform the duties required for the efficient and effective provision of administrative services for the department.
- Current Queensland ‘CA’ class driver’s licence.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under general supervision (except for graduates, who work under direct supervision).
- Supervision of other employees.
- Operates as a member of a professional team.

Extent of Authority

- May set outcome/objective for specific projects.
- Graduates receive instructions on the broader aspects of the work.
- Freedom to act within defined/established practices.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

Administration Assistant Planning and Development**Core Competencies**

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

Administration Assistant Planning and Development**General**

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.