

CITY OF WANNEROO POSITION DESCRIPTION – OPERATIONAL LEADER

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| POSITION TITLE: Senior Administration Officer | DIRECTORATE: Planning & Sustainability | DATE: July 2018 |
| REPORTS TO: Manager Approval Services | SERVICE UNIT: Approval Services | LEVEL: 6 |
| POSITION NUMBER: CB33012 | SUB UNIT: Approval Services | ROLE FOCUS: Service |
| ROLE BALANCE: (People/Scheduling/Technical) 50/20/30 | JOB FAMILY: | ANZSCO CODE: |

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Planning & Sustainability Directorate** is responsible for managing all of the land use planning, development and integrated compliance functions of the City; supporting projects from inception, assessment, approval, and delivery of new developments and communities. The directorate provides effective and proactive planning and compliance services to ensure great places and quality lifestyles.

POSITION CONTEXT

Under general management of the Manager Approval Services and broad supervision of the Coordinator Building Services and Coordinator Planning Services this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive tasks governed by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

As an Operational Leader, this position provides direction, guidance and coaching to staff under day-to-day supervision using advanced resources allocation and people skills to achieve quality outputs aligned to customer needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; vendors and suppliers; the business community; members of the public; and City leaders and employees.

The role is required to develop collaborative working relationships and an effective network of both internal and external stakeholders to support and facilitate the delivery of administrative services. A key focus of the role is to identify improvement initiatives that improve service delivery and support the Service Unit.

A challenging aspect of the role is undertaking accurate and consistent work within an environment that includes regular interruptions, changing and competing priorities and tight timeframes.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Provides administrative services, including supervision of a team, to a high quality standard that meets customer needs, corporate standards and legislative requirements within prescribed time limits.

Encompasses a working group of individuals within a Sub Unit where each individual's tasks contribute to the Operational Team's outputs.

KEY ACCOUNTABILITIES

| KEY RESULTS AREAS | OUTCOMES |
|---------------------------------|--|
| Provide Supervision | <ul style="list-style-type: none">• Productive work performance, including performance, conduct and safety of staff under day-to-day supervision.• Allocation of tasks to staff under day-to-day supervision within limits set by the Coordinator ensuring the efficient and effective deployment of resources. |
| Collaboration & Teamwork | <ul style="list-style-type: none">• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.• Thinks critically and actively collaborates with colleagues and Leaders.• Contributes to the development of business improvement initiatives, as well as encouraging active participation of staff under day-to-day supervision. |
| Engage Customers & Stakeholders | <ul style="list-style-type: none">• Engages with customers and stakeholders, enabling the consistent application of City policies, procedures and processes.• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner. |
| Efficient & Effective Delivery | <ul style="list-style-type: none">• Oversees administrative services within established timeframes and in accordance with relevant legislation, policies, processes and procedures.• Researches, analyses and reviews administrative processes and identifies areas of business process improvement that enables efficient and effective service delivery.• Prepares reports in functional area or activity tailored to the needs of the audience.• Ensures the standard of work for staff under day-to-day supervision is to standard.• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.• Proposes innovation and business improvement initiatives within area of accountability / activity. |

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| Systems & Processes | <ul style="list-style-type: none"> • Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements. • Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required. • Contributes to the development of processes that support the work of the Service Unit. |
| Resources, Governance, Compliance & Risk | <ul style="list-style-type: none"> • Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks. • Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct. • Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation. |

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as Business or Commerce, or relevant experience.
- Intermediate experience in the efficient utilisation of information systems and technology.
- Relevant experience in a similar role is desirable.

Skills and Knowledge:

- Advanced administrative and financial skills with a strong attention to detail.
- Intermediate computing, numeracy and literacy skills.
- Advanced organisational skills with the ability to prioritise competing tasks.
- Advanced customer service skills.
- Intermediate communication and problem-solving skills.
- Skilled in supervising the work of others, providing technical assistance and motivating staff.
- Intermediate research and analysis skills.
- Foundational negotiation and influencing skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including risk assessment and control implementation.

Key Stakeholder Relationships:

- Support the Leaders to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Assignment of day-to-day tasks within limits agreed by the Coordinator Building Services and Coordinator Planning Services.
- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name Pas Bracone

Signature

Date 23 July 2018



Next Up Leader Name
Matthew Piggott

Signature

Date

31 July 2018

