

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Administration Officer	Level	4
Business Unit	Regulatory Services	Position Number	00110,00131, 00132, 00133
Directorate	Planning & Community Development	Date Established	February 2008
Reporting to	Coordinator Building Approvals	Date Updated	May 2026

2. KEY OBJECTIVES

- Provide high-level administrative support within a team environment to ensure the efficient and effective operation of the Regulatory Services Business Unit, supporting the achievement of objectives and compliance with performance standards.
- Deliver high-level customer service to internal and external customers and stakeholders.

3. KEY ACCOUNTABILITIES

- Administrative duties are undertaken efficiently and within agreed timeframes.
- Correspondence and other written material is of a high standard and in accordance with the City's writing guidelines.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City policies, procedures and other WHS related requirements, and actively support City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Administration

- Coordinate the flow of correspondence passing through Regulatory Services and distribute to appropriate employees.
- Provide administrative support to Regulatory Services.
- Undertake administrative processes associated with applications and approvals, including:
 - check all application types for completeness
 - encode information in the City's database system
 - send acknowledgement letters to applicants
 - enter the results of assessment process into the City's database system
 - administrative tasks to support the issue of building permits
- Raise and receipt invoices for building permit applications.
- Order stationery for Regulatory Services.
- Research property information and process Land Purchase Inquiries.
- Respond to requests for building plans.
- Identify opportunities within scope of the role to improve efficiency and effectiveness.
- Undertake and assist in the completion of special projects as directed.
- Maintain accurate and up to date documentation on the intranet and internet.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Customer Service

- Provide semi-technical interpretation, advice and support to customers regarding relevant legislation and approval processes.
- Receive and respond to general telephone queries for Regulatory Services.
- Maintain the supply and distribution of information sheets and application packages.
- Liaise with residents, building companies, settlement agencies and the general public.
- Liaise with City employees to ensure a coordinated approach to approval and assessment activities.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Verbal and written communication.
- Customer relations.
- Research/inquiry.
- Computer including Microsoft Office.
- Efficient and accurate data entry.
- Time management and organisational.
- Office administration.
- Ability to interpret, provide advice and apply Local Government Local Law and other legislation, policies, protocols and procedures relevant to the work area.

Knowledge:

- Administration systems, practices and procedures.
- Document management systems and databases.
- Building approvals processes.

Experience:

- In a similar administrative role or within a Local Government administration environment.
- Working in an office environment.
- Dealing with the public efficiently and courteously.
- Building approvals administrative processes and practices.

Qualifications / Clearances:

- Tertiary qualification in administration or equivalent relevant experience.

6. EXTENT OF AUTHORITY

- Freedom to act within defined established practices.
- Work outcomes are clearly defined and monitored.
- Problems can be usually solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative and judgment in the application of established work procedures.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general supervision.

Internal:

- All Business Units.

External:

- Residents, ratepayers and the general public.
- State Government Departments and Agencies.
- Builders and developers.
- Real Estate Agents, Valuers and Settlement Agents.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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