



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Team Leader - Administration	Level	6
Business Unit	Planning Services	Position Number	01297
Directorate	Planning and Community Development	Date Established	September 2025
Reporting to	Coordinator Planning Approvals	Date Updated	October 2025

2. KEY OBJECTIVES

- Lead and coordinate the administration function of the Business Unit.
- Establish and maintain robust administrative systems that align with City policies and procedures.
- Deliver high-quality administrative support to the Manager Planning Services and the Business Unit.
- Provide information to the Business Unit on systems, procedures and standards of service.
- Undertake people management responsibilities.
- Ensure exceptional customer service outcomes.
- Lead the development and implementation of strategic administrative programs and initiatives that support the City's Corporate Business Plan and Strategic Community Plan.
- Monitor and report on administrative performance against defined outcomes and KPIs.

3. KEY ACCOUNTABILITIES

- Ensure work activities are accurate, consistent and compliant with relevant statutory obligations.
- Ensure administrative support tasks are completed efficiently and within agreed timeframes.
- Undertake financial activities in accordance with the City's purchasing protocols and practices.
- Produce written material to a high standard, consistent with the City's writing guidelines.
- 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.
- Ensure activities are completed in accordance with the annual Business Unit plan, Annual Plan, Corporate Plan and Strategic Plan.
- Carry out people management responsibilities in accordance with relevant legislative requirements and City protocols and procedures.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

4. **KEY ACTIVITIES**

Outcome: Administration

- Deliver timely and efficient administrative support that enables the Business Unit to meet operational deadlines and service standards.
- Coordinate the delivery of administrative functions including (but not limited to) acceptance of planning related applications, invoicing, issuing of decisions, duty allocation and reporting.
- Develop, monitor and manage administrative workflows including tracking overdue correspondence and records, ensuring timely responses to internal and external requests.
- Ensure effective oversight of administrative operations, resulting in improved efficiency, collaboration, and adoption of best practices and innovative solutions.
- Establish, implement and maintain administration practices and procedures with a multi-disciplinary focus within the scope of this position.
- Use initiative and judgement where practices and procedures are not clearly defined.
- Manage correspondence workflows to ensure incoming and outgoing correspondence is processed within the required timeframes and accurately recorded in the City's record keeping system.
- Produce accurate reports and statistics that support informed decision-making and performance monitoring within the Business Unit.
- Contribute towards the achievement of departmental KPI's and Corporate Business Plan deliverables.
- Support Council reporting processes through accurate data collection and compilation, contributing towards transparency and accountability.
- Maintain up to date and accessible information on the City's intranet and website.
- Coordinate meetings and events as required by the Manager and Coordinators, including taking minutes and organising catering.
- Provide information to employees within the Business Unit relating to the City's Customer Services Charter, local laws, City and Council policies, protocols and procedures, ensuring consistent compliance across the Business Unit.
- Investigate and report on operational issues, providing relevant insights that support problem-solving and continuous improvement.
- Provide administrative advice and support to team members and across the Business Unit.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Project and Financial Management

- Prepare the annual budget as it relates to administration in accordance with corporate financial requirements and timelines.
- Coordinate and liaise with relevant officers regarding preparation of financial information including purchase requisitions and ensuring prompt payment of invoices.
- Monitor and review the Planning Services budget to ensure alignment with intended budget outcomes and identify and report on variances as required.
- Lead moderately complex projects or phases of broader assignments.

Outcome: People Management

- Lead and develop the administration team to foster a collaborative, high performance culture through coaching, workflow prioritisation and process improvement initiatives.
- Undertake the recruitment and selection process ensuring alignment with corporate values.

- Role model professional and respectful behaviour and provide ongoing supervision, on-the-job training and constructive feedback to support employee growth and performance.
- Establish and monitor performance targets and development plans for employees that build and support a workforce that is engaged and committed to growth and development.
- Foster a culture of sound WHS practices to ensure employees work in a safe manner.
- Oversee the operation and resourcing of the administration team to ensure all responsibilities, obligations and functions are completed in a professional and timely manner.
- Proactively build positive and collaborative working relationships (internal and external).
- Ensure an open exchange of ideas and information and facilitate cooperative teamwork both within the Business Unit and across the City.
- Monitor and manage performance of employees by providing appropriate feedback in accordance with the City's Performance Appraisal System.

Outcome: Customer Service

- Deliver high quality customer service to stakeholders, ensuring interactions are professional, responsive, and aligned with the City's Customer Service Charter.
- Continuously review and improve customer service practices within the Business Unit on an ongoing basis, contributing to improved customer satisfaction and trust.
- Engage effectively with contractors, consultants, public service authorities, government departments, and external customers, ensuring clear communication and positive stakeholder relationships.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Highly developed skills:

- Leading and developing teams.
- Attention to detail, organisation and time management.
- Interpersonal, to effectively liaise with customers.
- Verbal and written communication including report writing.
- Computer literacy including Microsoft Office.
- Ability to work autonomously.

Sound knowledge:

- Administrative practices and procedures.
- Customer service concepts and delivery.
- The role, structure and function of local government.

Demonstrated experience:

- Office administration including customer service.
- Supervision of teams and working within groups to achieve desired outcomes.
- Local government administration, with experience within a land use planning environment highly regarded.
- Developing or contributing to strategic administrative initiatives aligned to organisational plans.
- Mentoring or leading small teams to achieve administrative and customer service outcomes.

Qualifications/Clearances:

- Tertiary qualification in business administration and/or equivalent relevant experience.
- Certificate IV Frontline Management and/or equivalent experience.
- Current 'C' Class WA Drivers Licence.
- Current National Police Certificate within the last 3 months.

6. EXTENT OF AUTHORITY

- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines, or instructions with assistance available.
- Undertake activities that require the ability to work autonomously, exercise judgement and/or contribute critical knowledge and skills where procedures are not clearly defined.

7. WORKING RELATIONSHIPS**Level of Supervision:**

- Works under general direction but expected to exercise initiative and judgement where practices are not clearly defined.
- Supervises an administration team.

Internal:

- Other Business Units where required.
- All employees.

External:

- Local community, ratepayers and general public.
- Contractors and consultants.
- Government authorities/agencies (Federal, State and Local).

8. POSITION DIMENSIONS

NUMBER OF STAFF DIRECTLY REPORTING TO POSITION	5
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