

## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Field Services Support Officer	<b>Level</b>	5
<b>Business Unit</b>	Community Safety	<b>Position Number</b>	00636
<b>Directorate</b>	Planning and Community Development	<b>Date Established</b>	June 2016
<b>Reporting to</b>	Coordinator Field Services	<b>Date last updated</b>	January 2025

### 2. KEY OBJECTIVES

- Provide business support functions to the Community Safety Field Services team.
- Undertake business improvement programs and functions designed to strengthen performance.
- Develop and maintain strong partnerships with all stakeholders and promote a positive, customer centric image of the City's Community Safety Business Unit.
- Maintain a positive work environment that fosters collaboration and encourages community compliance through engagement and education.

### 3. KEY ACCOUNTABILITIES

- Ensure all activities are undertaken in accordance with protocols, policies, and procedures, adopted practices and relevant legislative and statutory requirements in accordance with the Business Unit Plan, Corporate Business Plan, and the Strategic Community Plan.
- Ensure prompt capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Ensure project work is undertaken in accordance with the requirements of the City's Project Management Framework and delivered within agreed budgets and timeframes.
- 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**

##### **ACTIVITIES**

###### **Outcome: Business Support**

- Provide administrative and business support to the Coordinator Field Services.
- Preparation of accurate documentation for contractors, residents, and suppliers.
- Provide timely responses, investigations and follow up of customer requests including interpretation of acts, local laws, regulations, and other legislation.
- Perform financial activities within the scope of the position.
- Assist with project management activities including planning, scoping, budgeting, scheduling, monitoring, reporting, risk management and communication with all stakeholders in accordance with agreed scope, timeframes, and budgets.
- Management of field services vehicles including maintenance, scheduling, incident reports and repairs.
- Build and maintain strong relations with external providers, raise purchase requisitions, amend, verify and receipt invoices for payment.
- Oversight of the City's systems, duress alarms, asset tiger and Vehicle GPS Navtrack.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

###### **Outcome: Business Improvement Support**

- Collaboratively contribute to the development of processes and procedures in alignment with the Business Unit plan.
- Assist and maintain Field Officer training schedules and certifications.
- Assist with the collation of data and information for organisational and business unit reviews.
- Provide timely and accurate data to identify trends for performance improvement.
- Undertake benchmarking activities and research fit for purpose best practice service levels.

#### 5. **WORK RELATED REQUIREMENTS**

##### **Essential Skills, Knowledge, Experience and Qualifications:**

###### **High Level Skills:**

- Organisational and time management skills.
- Written and verbal communication skills including report writing.
- Computer literacy including Microsoft Office suite.
- Research and data analysis from records and database systems.
- Interpersonal and customer service skills.
- Ability to interpret and apply relevant legislation.

###### **Sound Knowledge of:**

- Customer service best practice techniques and practices.
- Administrative procedures including documentation of operational and procedural methods.
- Business improvement techniques and processes.
- Process mapping methodologies.

**Demonstrated Experience in:**

- Maintaining administrative procedures and processes with a focus on continual improvement.
- Administrative support in a multi-disciplinary environment.
- Business improvement activities to enhance performance.
- Systems and database use.

**Qualifications/Clearances:**

- Certificate IV in Local Government Regulatory Services or equivalent experience.
- Current WA 'C' Class Driver's Licence.
- Satisfactory National Police Certificate (no older than 3 months).

**6. EXTENT OF AUTHORITY**

- Required to set outcomes within defined constraints.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines, or instructions. Assistance usually available.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under general direction

**Internal:**

- All other Business Units

**External**

- State Government Departments and Local Government authorities.
- Department of Local Government, Sport and Cultural Industries.
- Related peak industry representative bodies.
- Contractors and suppliers.
- RSPCA
- Residents, ratepayers, and community groups.

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
--	---