

Job title: Development Contributions Administration Officer	
Classification: Band 4	Effective Date: 20 October 2023
Reports to: Development Contributions Officer	Tenure: Part Time (0.4 FTE)

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The Development Contributions Administration Officer (DC Administration Officer) role will be responsible for providing administrative support for the daily administration and reporting of the Whitehorse Development Contributions Plan (the DCP).

The DC Administration Officer will assist the Development Contributions Officer (the DC Officer) and other relevant internal teams in administering Council's Development Contributions program.

This role will also provide exceptional customer service and be able to liaise and build relationships with internal and external stakeholders including developers, private Building Surveyors, residents, landowners, consultants, contractors, applicants, State agencies and other stakeholders as relevant to the position.

As the DC Administration Officer you will report to the DC Officer and will work collaboratively with City Planning and Development, Capital Works, Finance and other relevant internal teams.

Key Responsibilities

Position Specific Responsibilities

- Provide accurate information to internal and external enquiries on a range of tasks relating to the administration, implementation, reporting and review of Council's DCP.
- Deliver a range of quality administrative services relating to Development Contributions, with a customer service focus, including but not limited to:
 - Word processing, spreadsheets and supporting the preparation of statistics and reports relating to Development Contributions as relevant to the position.
 - Using a Customer Request System and Pathway Operating System (or similar database systems).
 - Development and maintenance of appropriate database, and record keeping and retrieval systems
 - Registration of Development Contributions details related to planning and building permit applications.
 - Sending, recording and responding to correspondence related to Development Contributions.
 - Support and preparation of Development Contributions reports as required, including assisting the DC Officer with mandatory annual reporting processes on the Development Contributions Plan.
 - Administering finance processes related to Development Contributions processes, such as invoicing for DCP levies.

- Internal and external customer assistance as relevant to the position.
- Contributing to and assisting in the development of a culture of quality, industry best practice and customer focus /continuous improvement
- Provide timely and accurate information.
- Liaise across the relevant areas of Council, including Finance, Capital Works, and City Planning and Development Department or other relevant departments as required.
- Undertake other duties as directed within the skills and abilities of a position at this level.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

The freedom to act is limited by departmental and organisational standards and procedures but with scope to exercise discretion within those.

Budget: Nil.

Staff responsibility: Nil.

Judgement and Decision Making

- Decisions and actions are subject to review by management in consultation with the DC Officer.
- Guidance and advice are always available within the time needed to make a choice.

Key Relationships

- Liaises with and provides support to the DC Officer
- The position is required to liaise and maintain professional relationships with relevant internal and external stakeholders, consultants and agencies.
- The position is within the team managed by the Coordinator Strategic Planning, however direct reporting and day to day work is carried out under the supervision of the DC Officer.
- Maintains excellent customer service at all times.

Qualifications and Experience

- Substantial successful experience in a relevant fast paced administrative support role is essential.
- Demonstrated experience in the delivery of excellent customer service.
- Demonstrated experience in an administrative role utilising a variety of computer packages and IT.
- Previous administrative experience in finance, accounting, planning or development industry with the tasks involving in administrating, implementing, recording, reporting and reviewing of Development Contributions Plans or Infrastructure Contributions Plans or similar processes would be desirable.
- Sound numeracy skills and ability to maintain financial records relating to Council's Development Contributions Plan
- Attention to detail and ability to maintain accurate information

Technology

- High-level computer skills, with proficiency in Microsoft Office suite, geographic information systems and excellent keyboard skills are essential.

Interpersonal Skills

- Sound oral and written communication abilities to facilitate gaining co-operation and assistance from clients, members of the public and other employees.
- Support for the achievement of team objectives before individual goals.
- Excellent customer service skills.
- An ability to handle difficult situations and resolve problems related to the level of the position.
- Willingness to cooperate and collaborate.
- Ability to communicate clearly with relevant internal teams, our customers and external stakeholders.
- Demonstrated capacity to work successfully in a team environment as well as independently.
- Ability to maintain strict confidentiality

Management Skills

- The ability to successfully manage own time and plan and organise own work whilst working in a team environment, ensuring targets are met within tight time frames and with minimal supervision.

Other Attributes (Desirable)

- Administrative experience a local government environment in town planning, building, finance, capital works or other relevant discipline would be an advantage.

- Experience with Pathway and HP Content Manager (or similar electronic document management system).
- An understanding of town planning systems, Development Contributions Plans and processes would be an advantage.

Key Selection Criteria

1. Experience in a fast paced administrative role and the delivery of high quality customer service.
2. High-level computer skills with proficiency in the Microsoft Office suite, geographic information systems and excellent keyboard skills.
3. Demonstrated ability to record and maintain information accurately and an attention to detail.
4. Ability to work successfully and cooperatively in a team environment as well as independently.
5. Experienced in or knowledge of Development Contributions Plans or Infrastructure Contributions Plans, town planning and/or building services processes and financial information recording and generating reports from processing systems.

Physical Requirements



WHITEHORSE
CITY COUNCIL

PHYSICAL AND FUNCTIONAL REQUIREMENTS CHECKLIST

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
Standing Tasks involve standing in an upright position.	<ul style="list-style-type: none"> Meetings, including review, display and sorting of documents and site inspections Working at standing desks 	Daily Daily, intervals across 7.6 hours		
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Kneeling Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> Regular short distances < 50m, Trolley used when appropriate to aid in manual handling 	Sometimes performed		
Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
(≤ 9kg) from one position to another, using the hands.				
Lifting (Between waist and shoulder) Tasks involve raising, lowering or transferring objects (≤ 9kg) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg Loading objects into vehicle 	<p>Sometimes performed</p> <p>Sometimes performed</p> <p>Occasional</p>		
Reaching forward Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards Loading objects into vehicle 	<p>Occasional</p> <p>Once per day</p> <p>Occasional</p>		
Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> Movement of objects, documents and other equipment at workstation or elsewhere in the office 	Occasional		
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> Photocopying of documents Using the telephone Moving items around desk 	<p>Daily, intervals across 7.6 hours</p> <p>Up to 7.6 hours a day, head set offered, supplied phone headsets recommended</p> <p>Daily, intervals across 7.6 hours</p>		
Handwriting Tasks that require the production of written material to record or	<ul style="list-style-type: none"> Taking notes 	Daily (if not undertaken electronically)		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
communicate information.				
Keyboard duties Task involve sitting at workstation and using computer.	<ul style="list-style-type: none"> Data Entry, emails, Phone interaction, reports, correspondence etc 	Daily, intensively, with intervals across 7.6 hours		

COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor : Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
Decision making The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓		
Degree of Self-Supervision The ability to work effectively without supervision.				✓		

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor : Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				✓		

PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
Vision Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
Smell Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
Touch Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

Mandatory Personal Protective Equipment:

- Sun protection (eg: skin coverage, eye protection, hat, sunscreen)
- Appropriate footwear, high vis vest and hard hat (where relevant) for site inspections

Any other relevant comments: