

JOB DESCRIPTION

Position: Regulatory Support Officer

Department: Development & Regulation

Reports To: Compliance Coordinator

Stream/Level: Level 3 of the South Australian Municipal Salaried Officers Award and associated Enterprise Agreement

Incumbent: Vacant

Date Appointed:



VISION

"REGIONAL LEADER - ECONOMIC HUB - QUALITY LIFESTYLE"

By 2030 the Port Pirie Region is the premier regional centre in South Australia where residents and visitors want to be.

MISSION

To be a progressive organisation that strives for excellence, leads with integrity and delivers positive outcomes for the community.

CORE VALUES

Port Pirie Regional Council is committed to the following core values:

- ❖ Service Delivery Excellence
- ❖ Accountability
- ❖ Honesty, Integrity and Transparency
- ❖ Ethical Behaviour and Good Governance
- ❖ Inclusivity
- ❖ Team Work and Professionalism

Key Result Areas	Key Tasks	Performance Indicators
ADMINISTRATION	<p>Provide front line support and response to general enquiries from the community, developers, and stakeholders in respect to building, planning, regulation and health matters.</p> <p>Assist with department workload such as Section 7 Searches, s222 permit applications, record keeping, gathering monthly statistics and management of the Customer Request System.</p> <p>Working with development staff to ensure compliance and relevant codes are met in relation to development applications and compliance matters.</p> <p>Coordinate the distribution of wastewater and septic applications including the calculation and accurate receipting of fees.</p> <p>Clerical and administrative support including scanning, filing, minute taking, agenda preparation and updating documents and files</p> <p>Engage with staff within the Development and Regulation Department to provide adequate administrative support, and where required in collaboration with the personal assistant to the Director.</p> <p>Liaise with relevant officers to determine compliance pathways and prepare draft notices for the delegate to sign.</p> <p>Where required undertake site inspections in response to customer requests or to assist other internal Officers investigations.</p> <p>Attend staff meetings and other relevant meetings and, where required, record and generate minutes and actions of the meetings.</p> <p>Provide basic, non-technical information relating to the operation of the Departments and maintain a sound knowledge of the operations and responsibilities of the Departments to ensure the provision of accurate information.</p> <p>Where required liaise with members of the public and staff at all levels to ensure quality customer service.</p> <p>Proof, format and record office correspondence onto integrated computer system</p> <p>Receive, analyse and redirect incoming and internal telephone calls. Advise and supply general information to the public or departments. Liaise with field staff via mobile phones.</p>	<p>Enquiries by internal and external Customers satisfied within agreed service levels.</p> <p>Responses provided within allocated timeframes.</p> <p>Attendance to compliance matters within a reasonable timeframe</p> <p>Administration support provided and accurate.</p> <p>Data entry completed promptly and accurately</p> <p>Administrative support, reports and information available in an efficient and timely manner</p> <p>Correspondence quality maintained and information easily retrievable.</p> <p>Enquiries by internal and external Customers satisfied within an adequate time frame.</p> <p>Attendance at team meetings</p> <p>Ensure the provision of accurate information relating to the department's services.</p> <p>Internal and external customers satisfied with accurate information and within adequate time frame.</p> <p>Administrative support</p> <p>Ensure the provision of accurate information relating to the department's services.</p>

Key Result Areas	Key Tasks	Performance Indicators
ADMINISTRATION (Cont)	<p>Provide an efficient file and document retrieval service to all staff.</p> <p>Undertake any other duties as reasonably requested within the limits of the employees skills, competence and training.</p>	<p>Administrative support</p> <p>Proactive approach and ability to work within a team environment</p>
CORPORATE	<p>Ensure personal behaviour is consistent with Council's Employees Code of Conduct, display and promote corporate values and expected behaviours and that you lead by example.</p> <p>Promote Council's values through decision making and actions that demonstrates alignment.</p> <p>Encourage staff that you work with to be aware of Council's values and their integration in decision making.</p>	<p>Personal behaviour is consistent with expectations.</p> <p>Demonstration and promotion of Council's values.</p>
RECORDS MANAGEMENT	<p>Employees have an obligation to meet the requirements of the State Records Act 1997, to comply with Council's Records Management Policy, Procedures and Standards and to properly use Council's Records Management Systems.</p>	<p>Adherence to Council's records management policies, procedures and User Guide.</p> <p>Follow defined information management practices, policies and procedures for all records created and received in the conduct of Council's business.</p> <p>Appropriate, timely and accurate completion of all records, as required.</p> <p>Participation in staff training as required and as directed.</p>

Key Result Areas	Key Tasks	Performance Indicators
PERSONAL SAFETY	<p>To take reasonable care of their own safety and that of others at work.</p> <p>To obey all instructions from their supervisors issued to protect their own personal health and safety and that of others and not to perform any procedure or task unless they have received appropriate training and instruction.</p> <p>To take such action as is within their competence and responsibility to report or make such recommendation to a higher level as they deem necessary to avoid, eliminate or minimize hazards of which they are aware in regard to working conditions or methods.</p> <p>To report any accident, injury or near miss which arises in the course of their work. And also to provide input into solutions for resolving them.</p> <p>Actively participate, when required, in a rehabilitation or amended work program and support any member of your workgroup that may be under this type of program.</p> <p>To keep work areas in a safe condition.</p> <p>To ensure that they are not, by the consumption of alcohol or a drug, in such a state to endanger their own safety or that of others. And report any prescribed medication that may adversely affect your performance.</p> <p>Follow approved policy, procedure and practices, including use of safety devices and protective equipment where required.</p> <p>To not interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.</p> <p>To take part in the election of Health and Safety Representatives for your workgroup and be supportive of their role.</p> <p>Support and take active part in consultative activities, including (but not limited to) meetings, training, risk assessments, workplace inspections, safe work procedure reviews, policy & procedure reviews and job safety analysis.</p> <p>Ensure that record keeping requirements are met including (but not limited to), completion and return of medical, induction, incident, hazard and training documentations, documentation of start up checks, equipment maintenance, job safety analysis and road work records.</p>	<p>Participation in the development of policies, procedure and safe work procedures and abiding by them. Comply with One System and any other applicable legislation.</p> <p>Participation in training as per training program. Not operating plant or equipment without appropriate competency having been attained.</p> <p>Active participation in the identification and control of hazards in the workplace. This could be via participation in work site inspections or risk assessment.</p> <p>Completion of hazard reports or incident reports for all incidents. It can also be raising items for action or implementing corrective action within their jurisdiction.</p> <p>Maintaining housekeeping standards.</p> <p>Work performance not being impaired due to the consumption of drugs or alcohol. The reporting of any prescription drug that may affect working safely.</p> <p>Equipment used in accordance with safety instructions, kept clean and in sound working condition.</p> <p>All safety guards in place unless appropriate tag out procedure applied for maintenance.</p> <p>Active participation in the election process and abiding by legislated election processes.</p> <p>Awareness of the consultative policy and procedures.</p> <p>Records available for scrutiny and meet audit requirements.</p>

Person Specification

<p>Qualifications</p>	<p><u>DESIREABLE</u></p> <p>Certificate 3 Business Administration</p> <p><u>REQUIRED</u></p> <p>Administration experience and a detailed and thorough knowledge of office procedures.</p> <p>Sound working knowledge of clerical systems, and computer based programs.</p>
<p>Knowledge</p>	<p>Sound knowledge of Synergy Soft Local Government System.</p> <p>Thorough knowledge of office procedures.</p> <p>Sound working knowledge of correct typing procedures and use of word processing systems.</p> <p>Sound knowledge of the English language.</p> <p>Knowledge of Council policy and procedures applicable to the day to day function of Council.</p> <p>Sound knowledge of the role of Council and services provided by each Department within Council.</p>
<p>Skills</p>	<p>Organisational and coordination skills appropriate to maintaining accurate records and processing systems.</p> <p>Able to work in a methodical and purposeful manner and deal with a range of subject matters whilst maintaining confidentiality and discretion when dealing with delicate matters.</p> <p>Communication with all levels of staff and public, both verbally and in writing.</p> <p>Excellent Customer service skills with the ability to deal with difficult clients</p> <p>Initiative in developing systems in order to change and improve administrative procedures.</p> <p>Time management skills in order to meet required deadlines.</p> <p>A high level of keyboard skills.</p> <p>High level of understanding of hardware and office equipment in the office.</p> <p>A high level of numeracy, accuracy and legibility.</p> <p>Able to facilitate conflict resolution in a professional manner.</p>

Person Specification

Experience	<p>A sound working knowledge of clerical systems, office procedures and screen based equipment.</p> <p>Previous experience in the interpretation or implementation of Acts, Regulations or Bylaws would be advantageous.</p>
Personal Attributes	<p>Strong interpersonal skills, including sensitivity, intuitiveness, and compassion in dealing with internal and external customers.</p> <p>Able to work in a methodical and purposeful manner and deal with a range of subject matters whilst maintaining confidentiality and discretion when dealing with delicate matters.</p> <p>Commitment to working as a contributing member of a customer focussed team.</p> <p>Pro-active approach to the provision of administrative support.</p> <p>Good oral and written communication skills.</p> <p>Ability to work with regular direction, with assistance being readily available.</p>
Delegation and Authority	<p>This position has no delegated financial authority.</p> <p>This position is Supervised by the Compliance Coordinator.</p> <p>This position may be provided with some delegation.</p>
Job Requirements Training	<p>Undertake necessary training to allow position to become a highly efficient team member in the Development & Regulation Team.</p>
Work Health and Safety (WHS)	<p>Operate in compliance with WHS legislation, regulations, codes of practice and standards.</p> <p>Utilise safe working practices applicable to own work area and practices.</p> <p>Contribute to the identification of hazards and risks and participate in their minimisation and/or appropriate corrective strategies.</p>

Signed: _____ (Employee)/...../.....

Approved By: _____ (Director)/...../.....

Date Position Created: May 2024

Date Last Reviewed: May 2024