

# Scenic Rim Regional Council



## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Supervisor Business Support	<b>Portfolio:</b>	Customer and Regional Prosperity
<b>Position Number:</b>	213019	<b>Business Unit:</b>	Planning and Development
<b>Position Reports to:</b>	Manager Planning and Development	<b>Team:</b>	Business Support
<b>Classification Level:</b>	4	<b>Status:</b>	Full Time
<b>Agreement:</b>	Scenic Rim Regional Council Enterprise Bargaining Certified Agreement 2012-2014		
<b>Award:</b>	Queensland Local Government Industry (Stream A) Award – State 2017		
<b>Position Objective:</b>	As the Senior Supervisor Business Support, you will enhance the ability of the Planning Department business unit to successfully deliver on Council's Planning scheme by optimising the use of information technology across the business unit, as well as coordinating the Business Support Team ensuring that systems and processes are optimised through best practice.		

## Our Values

<b>Communication</b> We actively promote clear, concise and open discussion between staff, Council and communities	<b>Respect</b> We act respectfully to each other, accepting each person's individuality and their role.
<b>Teamwork</b> We work cooperatively to achieve common goals, drawing on the strengths of each other, in a supportive and safe environment.	<b>Honesty</b> We act with integrity and when we ask an honest question, we get an honest answer.
<b>Accountability</b> We accept ownership of our role and responsibility for our actions.	<b>Trust</b> We build strong relationships that we believe in and rely on.
<b>Staff worth</b> Our actions demonstrate that our people matter.	<b>Quality</b> We have pride in whatever we do, and strive to do it well

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## Key Responsibilities

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated with Council Operational and Corporate Plans. Without limiting the above, the key responsibilities of the position holder shall include:

Administration of property based, and other application modules used in support of the Development Assessment section.

Work in partnership with Council's Information Services and Technology Business Unit and other internal users to contribute to the administration of corporate databases.

Provide advice and services relevant to systems administration across Planning and Development including managing securities and infrastructure charges, system tuning, testing of upgrades and patches, identifying software problems and day to day processing.

Coordination of the RAMS Module of Technology One to enhance the operation and business of the Planning and Development.

Identify the needs of the Planning and Development in terms of information technology and liaise with the Information Services and Technology Business Unit accordingly.

Ensure the ongoing review of business procedures to promote best practices outcomes and time efficiencies.

Develop and maintain training manuals for system software establishment and upgrades and provide relevant training for Planning and Development staff.

Provide mentoring, training and coaching for Business Support Officers and other team members in the Planning and Development.

Conduct User Acceptance Testing for Council's software and programs.

Establish new user-friendly procedures as required for the administrative functions relating to Development Applications to ensure compliance with legislative amendments and ensuring that these are readily available to all staff.

Ensure section templates, macros and forms are updated in line with changes to legislation.

Coordinate the preparation of reports and items for meetings in a timely manner.

Undertake general administration tasks within the section (e.g. answer phone calls, typing of approvals, etc.) as required.

Maintain a high standard of personal appearance and dress appropriate for a professional office environment.

Ongoing training to maintain relevant skills and knowledge.

Other duties as directed by the Manager Planning and Development.

Ensure complete and accurate records are captured, created and maintained within the appropriate recordkeeping system in accordance with Council policies and procedures.

In accordance with the Work Health and Safety Act 2011, you must take reasonable care for your own and others health and safety, as it relates to the position's safety responsibilities and obligations to all parties.

## **Skills, Knowledge and Experience**

### **Formal Qualifications/Technical skills**

- A relevant formal qualification; or near completion of a relevant formal qualification plus at least three years' experience working in a corporate or local government environment.
- Advanced skills in Microsoft Office including Word, Excel, MS Project and PowerPoint.
- Leadership skills and the ability to effectively supervise and performance manage subordinate staff.
- Organisational skills including a proven ability in time management and meeting deadlines
- Proven diagnostic, problem solving, evaluation and analytical skills.
- Demonstrated interpersonal skills and customer service skills with an ability to deal effectively with team members within Planning and Development, other Council employees and members of the public.
- Current Queensland C Class drivers licence.

### **Knowledge**

- Knowledge of local government and the operating procedures relating to meetings and the preparation of reports, agendas and minutes.
- Developing knowledge of Council Portfolio's and the functions they undertake and in particular the policies and procedures and regulations relevant to the Planning and Development.
- Understanding of the Local Government Act, Planning Act 2016, Local Laws and Council's Planning Schemes.

### **Experience**

- Experience working with the provision of information services in local government including Minister's Guidelines and Rules under the Planning Act 2016 and related legislation.
- Research experience is essential.
- Demonstrated written communication skills including the ability to produce quality reports and documents and to develop user friendly training manuals.
- High attention to detail.
- Ability to maintain confidentiality and work with information of a sensitive nature.

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## Organisational Competencies

<b>CUSTOMER FOCUS</b>	Understands and demonstrates a commitment to quality service outcomes by tailoring and meeting the needs of a diverse range of customers.
<b>COMMUNICATION</b>	Communicates effectively through verbal and non-verbal correspondence, adapting to audience needs and responses. Translates technical information into easily understandable information.
<b>TEAMWORK AND COLLABORATION</b>	High level experience in working as part of broader business unit to support optimal service delivery.
<b>RESULTS</b>	Organises routine functions, activities or duties. Provide advice and guidance to others on how to deliver outcomes with competing timelines ensuring that quality is not compromised

## Organisational Relationships

- This position is responsible for four (4) direct reports.
- Service provider to internal customers and external agencies.

### How will a candidate be assessed for this position?

- Please provide a current Curriculum Vitae or Resume (maximum of 5 pages). Your CV should include the names of at least three current/ recent referees. One Referee should be a Manager you have worked for during the past two years.
- Please provide a statement (maximum 2 pages) where you can demonstrate how your skills, knowledge and experience meet the specific requirements and responsibilities of this position.