

POSITION DESCRIPTION

Panel Support Officer
(POS2126)

Directorate:	Planning & Compliance	Department:	Development Assessment
Position Grade:	10	Reports to:	Coordinator Development Assessment
Last review:	May 2022	Next review:	May 2024
		Version No.:	2.0

Position purpose:

To co-ordinate, arrange and oversee various development panels, including the Liverpool Design Excellence Panel (DEP), Liverpool Local Planning Panel (LPP) and Sydney Western City Planning Panel (SWCPP). This includes the coordination of pre-panel meeting tasks, tasks during the meeting and tasks to be completed post meeting.

Key accountabilities/responsibilities:

Responsible for:

- 1) As the primary contact, on behalf of Council:
 - Arrange, coordinate, and oversee panel sessions end to end, which will regularly be conducted outside standard working hours. This includes the Liverpool Design Excellence Panel (DEP), Liverpool Local Planning Panel (LPP) and Sydney Western City Planning Panel (SWCPP). Tasks include, but are not limited to:
 - Coordinating members for panel sessions,
 - Managing meeting invitations, and
 - Preparing the agenda and minute taking.
 - Arrange, coordinate, and oversee the completion of tasks related to Pre-Development Application lodgement meetings in a timely and efficient manner, including but not limited to:
 - The management of the Pre-Development Application inbox,
 - Allocation of Pre-Development Applications, and scheduling of meetings.
- 2) Manage requests for information as requested by panel members, and in accordance with relevant Council policies.
- 3) Provide sound advice to ensure the delivery of effective panel sessions. This may include what to bring to the session, confirming appointments, etc.
- 4) Liaise with stakeholders for panel sessions. This might include external stakeholders such as committee members and development related field experts such as architects, developers, members of the community etc, as well as Council staff.
- 5) Look at ways to continuously improve the running of panel sessions in an effective and efficient manner.
- 6) Creation of purchase requisitions, and processing of purchase orders.
- 7) The provision of timely, accurate and grammatically correct word processing and data entry of documents and information in accordance with appropriate administrative standards.
- 8) The provision of administrative and record keeping systems and procedures to support the Development Assessment Department.
- 9) Sound time management and organisational skills, with demonstrated experience in managing competing priorities, levels, and volumes of work.
- 10) Meeting the needs of customers (internal and external), to project and promote the image of Council as an efficient, competent, and courteous organisation.
- 11) Ensuring internal and external stakeholders' expectations are met through prompt, courteous and accurate handling of enquiries.
- 12) Facilitating the resolution of customer enquiries/complaints in a tactful, courteous, and effective manner.
- 13) Ensuring that all enquiries are answered in a timely manner, as per Council's policies.
- 14) Assistance to the Business Support Officer as required.
- 15) Reviewing procedures to ensure a high level of development outcomes are maintained.
- 16) Ensuring Council's policies are observed and implemented and ensure policies are reviewed as needed and are in accordance with relevant legislation.
- 17) Providing timely appropriate and accurate advice to the Manager Development Assessment and Coordinator Development Assessment.
- 18) Recognising the importance of, and contribute to teamwork through cooperation, communication, sharing of relevant information, and provision of responsive accurate advice across the Development Assessment department and Council.

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- 19) Receiving customer feedback on the Development Assessment process and the delivery of Council's development services.
- 20) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks, and issues to Coordinator Development Assessment in a timely manner.
- 21) Ability to work flexible hours to achieve and complete required tasks.
- 22) Other duties as directed by the Manager Development Assessment and Coordinator Development Assessment, that are within the scope of your skills, competence, and training.

Decisions made in the position:

- 1) Organisation of work priorities.
- 2) This position has no formal delegation of authority.

Decisions referred:

- 1) Refund and budgetary decisions to be referred to the Manager Development Assessment and Coordinator Development Assessment.

Key issues/challenges:

- 1) Coordination and completion of tasks related to the Liverpool Design Excellence Panel (DEP), Liverpool Local Planning Panel (LPP) and Sydney Western City Planning Panel (SWCPP).
- 2) Undertake support functions for the Manager Development Assessment and Coordinator Development Assessment in an accurate and efficient manner, to maintain productivity and delivery of outcomes with allocated resources within specific timeframes.
- 3) Ensure appropriate communication throughout Council and liaise with other departments and organisations in connection with the provision of information relevant to the position.
- 4) Work across teams and profession to help create and maintain an enthusiastic and cohesive team approach within the department.
- 5) Manage sensitive information and resolve conflict with integrity and due confidentiality.

Key working relationships:

Internal

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| <ul style="list-style-type: none"> • Manager Development Assessment. • Coordinator Development Assessment. • Business Support Officer, Senior Administration Officer, and Administration Officers. • Principal Planner, and Planning Advisory Officers. | <ul style="list-style-type: none"> • Planning Advisory Senior Assessment Planner and Senior Urban Designer. • Staff within Development Assessment Team. • Customer Liaison Officers. • Other Council Staff. |
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External

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| <ul style="list-style-type: none"> • Government Agencies. • Development Industry. • Business and Community Groups. | <ul style="list-style-type: none"> • Residents. • Individual Applicants. • Various Professional Consultants. |
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POSITION SPECIFICATION

ESSENTIAL CRITERIA
Qualifications/Licences
- Tertiary qualifications in Business Administration and/or extensive experience in business administration functions, including coordination of multiple meetings, preparation of correspondence, reports, presentations and/or business documents. - Current Class C Drivers Licence.
Experience
- Demonstrated experience in specialist support functions, delivering effective and efficient administrative support, in a high-pressure environment. - Demonstrated experience in providing efficient and effective customer service. - Proven ability to prioritise own workloads, whilst balancing competing tasks with a focus on attention to detail. - Demonstrated experience to undertake and complete allocated tasks in a timely, accurate and grammatically correct manner. - Demonstrated experience in word processing and the use of Microsoft Office software programs including Word, Excel, PowerPoint, and data entry. - Experience in handling complex enquiries and complaints for both internal and external stakeholders. - Experience working both independently and in a multi-disciplined team environment. - Demonstrated experience in making decisions regarding administration systems and procedures. - Experience in customer service both over the phone and face to face.
Knowledge and Skills
- Knowledge of Occupational Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity. - Strong written and verbal communication and customer service skills, with a commitment to improvement. - An understanding of record management procedures and ability to utilise record management systems. - A willingness to undertake continuing professional development, as appropriate. - Conflict resolution skills and problem-solving abilities. - Effective negotiation skills with the ability to diplomatically resolve a situation with a positive outcome. - High level of computer literacy and ability to adapt to new systems/programs.
DESIRABLE CRITERIA
Qualifications/Licences/Experience/Knowledge and Skills
- Knowledge of Local Government processes and procedures and experience in Local Government. - Demonstrated experience in utilising systems such as Pathway, HPE Content Manager/TRIM, GIS and Technology 1. - Ability to understand both internal and external stakeholder needs and develop suitable processes and procedures to ensure customer satisfaction. - Current Class C Driver's Licence. - General knowledge of development assessment and planning.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous