

POSITION DESCRIPTION

POSITION: GIS Officer	
DIRECTORATE: Business Services	GROUP: Business Systems
GRADE: H	REPORTS TO: Team Leader GIS
HOURS/WEEK: 35	EMPLOYMENT TYPE: Permanent, Full-Time
DATE: May 2025	POSITION No.: 185, 187

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our Business Services Directorate is focused on enabling and supporting the City through the provision of high quality customer services, robust and innovative business systems, contemporary people and culture guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks and Laboratory.

THE GROUP

Our Business Systems Group is responsible for working across the organisation to develop effective business solutions through the provision of technology systems and support to ensure enhanced service delivery and performance. The Group is also responsible for the provision of the Geographic Information System (GIS) and information to support decision making.

POSITION OBJECTIVES

To provide support to the leadership team at the City of Coffs Harbour (the City) in establishing a high performance organisation through the development of its people and processes.

To support the Business Systems Group in providing high quality spatial data and GIS services by:

- Capturing and maintaining spatial data and its metadata to agreed standards
- Developing new spatial datasets and products
- Increase awareness of GIS and spatial data amongst staff
- Provide advice for inclusion in consultant briefs and projects to other areas of the City
- Provide GIS support to Emergency Services in the event of a disaster.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.

- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes
 - Ensuring that the Code of Conduct and Fraud and Corruption policies are followed at all times

- Provide valued team contribution by application of performance and behaviours consistent with a local government environment, experience and industry knowledge in the application of skills and expertise

KEY RESPONSIBILITIES

- Ensure corporate spatial data is captured and maintained to a high standard.
- Align the City's cadastral fabric with the NSW Spatial Services cadastre and ensure its ongoing consistency.
- Provide input to spatial data collection projects performed by other sections within the City.
- Liaise with and provide spatial data to consultants as required in the City's studies and briefs.
- Derive new or upgraded spatial datasets from existing spatial data.
- Develop software tools to assist with GIS activities within the organisation.
- Creation of mapping products and information.
- Coordinate addressing, both urban and rural, and resolve address related issues.
- Contribute to the development and implementation of GIS strategy, policy and procedures.
- Participate in reviews to spatially enable business processes to deliver efficiencies.
- Liaise with outside bodies and government agencies regarding spatial information.
- Support City staff (other GIS users) in the use of the GIS software.
- Provide GIS support to Emergency Services.
- Keep abreast of new spatial technologies and directions.
- Other duties as directed and consistent with the above duties and responsibilities.

KEY RELATIONSHIPS

- City of Coffs Harbour leadership team
- Group Leader Business Systems
- Team Leader GIS
- GIS staff
- Business Systems staff
- Other City sections and staff
- External stakeholders e.g. Emergency Services, Government departments, Coffs business community and the broader local community.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Tertiary qualifications in GIS or other Spatial Science discipline, or a related discipline.
- Demonstrated relevant experience.

Desirable

- Local Government experience.

COMPETENCIES

Knowledge and Capabilities

- Excellent communication skills and interpersonal skills.
- Excellent customer service skills.
- Demonstrated ability to work in a team environment and contribute positively to team goals.
- Demonstrated skills in problem solving.
- Demonstrated strong sense of self awareness and resilience.
- Demonstrated skills in a collaborative working approach.
- Demonstrated high level skills in GIS software.
- Demonstrated skills in managing projects .

Position Demands Analysis GIS Officer

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work lifting 4.5-9.1kg	0	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work lifting 9.1-22.7kg	0	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7-45.5kg	0	Standing for extended periods	00	Balancing	0
Very Heavy work lifting >45.5kg	0	Walking for extended periods		Hearing above background noise	0
Repetitive Lifting	0	Walking on uneven ground	0	Depth perception	0
Pulling Loads > 5kg	0	Frequent bending / stooping	0	Colour vision	1
Pushing loads > 5kg	0	Shovelling / digging	0	Fine manipulation	1
Lifting with trunk twisting	0	Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours	0
Liquids	0			Mists / Fumes	0
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	0
Noisy work areas	0	Fatigue	0		