

# POSITION DESCRIPTION



## Business Support Officer - Compliance

### Position Summary

Reporting directly to the Coordinator Compliance, the role of the Business Support Officer is to provide high quality administrative and customer service support to all tiers of Council and the community to meet operational objectives and priorities, with particular emphasis on the areas of:

- Local laws and compliance
- Planning Compliance
- Environmental Health
- Animal Registrations

This position will also deliver high quality administration services including support with records management and data entry management as well as assistance with the delivery of compliance projects and priorities reflecting the values of customer focus and service excellence. The Business Support Officer is responsible for process efficiency and continuous improvement initiatives and requires an organised and flexible approach that enables rapid responses to changing circumstances and priorities.

### Position details

Directorate	Infrastructure Assets and Planning
Department	Statutory Services Department
Appointment Type	Permanent Part Time
Classification	Band 4
Location	Maryborough Office. All employees may be directed to move either permanently or for temporary periods of other locations within the Shire due to operational requirements
Reports To	Coordinator Compliance
Supervises	Nil
External relationships	General public, Contractors, Developers, Builders, Government departments.
Internal relationships	All other Council staff
Date PD approved	May 2025

### Key Responsibilities and Duties

- Provide high level customer service and advice for all stakeholders in relation to Councils compliance activities. Including liaison with customers, developers, contractors and applicants.
- Manage departmental software applications, webpages, administration tasks and workflows including document preparation, record management, and software utilisation within the Statutory Services area specialising in regulatory compliance.
- Produce, distribute and notify on departmental Council permits and infringements.
- Manage paralegal information in compliance with Privacy and Data Protection Act 2014.
- Provide advice on Compliance processes including Local Law permits, animal registrations, parking infringement matters, planning compliance matters, registrations, and renewals of food businesses.
- Assist with the creation and implementation of procedures relating to Statutory Services.

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- Demonstrated ability to quickly gain knowledge of the Statutory Services Department's role within Council and the knowledge to direct enquiries to the correct officer or department.
- Involvement and responsibility for the management and improvement of Council's systems.
- Assist other Compliance officers as required.

## Organisational responsibilities

Council values	<ul style="list-style-type: none"><li>• Demonstrate and encourage behaviour in line with the Council's adopted values</li></ul>
Customer Service	<ul style="list-style-type: none"><li>• Accountable for the department complying with the Customer Service Charter.</li></ul>
Behaviour	<ul style="list-style-type: none"><li>• Demonstrates behaviour of the highest of integrity; free from bullying, harassment and discrimination.</li><li>• Abide by the Code of Conduct</li></ul>
Risk management and OHS	<ul style="list-style-type: none"><li>• Identifying, managing and minimising risk to Council.</li><li>• Contributing to the Council's Risk Register.</li><li>• Ensuring that all OH&amp;S obligations are met</li></ul>
Corporate records	<ul style="list-style-type: none"><li>• Ensuring the department maintains Council records:</li><li>• Within the approved record management system; and</li><li>• In an accurate and timely manner.</li></ul>
Legislative framework	<ul style="list-style-type: none"><li>• Accountable for all legislative and regulatory obligations relevant to the department.</li></ul>
Emergency management	<ul style="list-style-type: none"><li>• May be required to assist municipal emergencies as detailed in Council's Municipal Emergency Management Plan.</li></ul>

## Accountability and extent of authority

- Accountable for the quality and timeliness of work performed and advice given which must be consistent with legislative requirements, departmental and organisational plans, policies and procedures.
- Accountable for maintaining confidentiality regarding Council information that is private or inappropriate for general release, including information in relation to permits and enforcement notices.
- Provide information to clients and/or information and support to more senior employees.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- The effect of decisions and actions are limited to the Compliance workgroup and internal procedures and policies.

## Judgement and decision making

- Work methods, processes or equipment requirements are generally well defined and are to be implemented on a day-to-day basis.
- Display an awareness of the application of different approaches and methods of providing customer service.
- Demonstrated ability to determine workload with competing priorities and deadlines.
- Seek guidance and advice which is always available on technical issues in a timely manner.

## Specialist skills and knowledge

- An understanding of the relevant technology, procedures and processes used within Compliance and Statutory Services.
- An understanding of the position function within Council, including relevant policies, regulations and precedents.

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- An understanding of the goals of Compliance and Statutory Services, and an appreciation of the goals of Council.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations.
- Demonstrated experience in the use of MS Office (Word, Excel, SharePoint, and Outlook).
- Sound knowledge of office procedures and skills to operate a variety of office equipment and systems.

## Management skills

- Demonstrated skills in managing time and planning and organising one's own work.

## Interpersonal skills

- A high level of self-motivation, initiative, problem identification and solving skills.
- An ability to gain co-operation and assistance from clients, members of the public and other employees.
- Sound skills in written communication to enable the preparation of routine correspondence and reports as required.
- The role is a point of contact for people enquiring on Compliance related matters, whether at the counter or on the telephone. As a result, the position requires a high level of verbal communication skills.
- Maintain resilience and composure when managing sensitive compliance matters.
- Engage with stakeholders empathetically and professionally, even in challenging situations, supporting respectful and constructive communication.

## Qualifications/experience

- Certificate 3 or 4 in Business Administration or related discipline with some skills and knowledge gained through on the job experience.
- Previous customer service experience responding to client queries.
- Sound knowledge of office procedures and skills to operate a variety of office equipment and systems.

## Selection criteria

1. Certificate 3 or 4 in Business Administration or related discipline with some skills and knowledge gained through on the job experience.
2. Demonstrated experience in the use of relevant software applications.
3. Demonstrated excellence in customer service skills.
4. Sound skills in written communication with experience in drafting correspondence and reports.
5. Proven ability to work collaboratively within a team environment.
6. Proven ability to work well under pressure and meet deadlines.
7. Willingness to undertake a National Police Check.

**Note: Appointment is subject to the successful completion of this check.**

## Selection Criteria

The position description should be read carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job. Unless specified, it is mandatory to address the key selection criteria.

It is recommended that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

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## Conditions of Employment

Employment conditions for all employees are in accordance with the current certified agreements at this council and employment contract or industrial agreement, organisational policies and procedures as amended.

Current certified agreement pertaining to Central Goldfields Shire Council employees is Central Goldfields Shire Council Enterprise Agreement, No 8 2020.

Arrangements specific to your employment and workplace will be explained to you during the recruitment process. For further details, the Enterprise Agreement can be downloaded from [www.fwc.gov.au](http://www.fwc.gov.au).

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

## Privacy Statement - Recruitment

Personal and Health Information will be collected by the Council during the recruitment process. The Personal and Health Information will be used solely by the Council for this purpose. Council may disclose this information to other organisations if required by legislation. The applicant may apply to the Council for access to and/or amendment of the information after finalisation of the appeals process. Information relating to unsuccessful applicants may be destroyed by Council after 12 months from this time. Requests for access and/or correction should be made to Council's Privacy Officer.

## Application Process

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination or police check. Appointment to positions within Central Goldfields Shire Council is on the basis of merit.

## Signatures

Veronica Hutcheson Manager People and Culture	Date
Name Business Support Officer - Compliance	Date