


## POSITION DESCRIPTION

	<b>Position Title:</b>	Technical Assistant Grade 1
	<b>Location /Branch/ Department:</b>	Katoomba; Environment & Planning Services Directorate
	<b>Position Classification:</b>	<b>Band:</b> 2 <b>Level:</b> 1 <b>Grade:</b> 2

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### POSITION PURPOSE/OBJECTIVE

Actively engage in the day-to-day administrative processes and business systems within the relevant functional area. Contribute to an environment of continuous improvement and excellent customer service.

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### RELATIONSHIPS

**Reports to:** Technical Assistant Grade 2 / Business Management Officer / Executive Principal, Business & Systems

**Staff Responsibility:** Nil

**Key Internal Relationships:** All Branches within the Directorate

**Key External Relationships:** Community members; construction, building and engineering trades; architects / designers; State Government Departments.

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### SPECIFIC RESPONSIBILITIES

The position can be required to provide administrative support to any of the following functional areas:

- Registration Services
- Development Assessment Services
- Certification Services
- Environmental Health

### Workplace Health & Safety

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety

aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations. You have the right to cease or direct cessation of unsafe work. In addition you are required at all times to comply with Councils Asbestos Management Plan and Policy.

### **Operational activities**

As relevant to the functional area:

- Provide specialist advice and the accurate resolution of customer enquiries.
- Actively engage and be proficient in the use of in-house technology, maintain administrative processes and systems that contribute to improved data integrity.
- Review and register applications associated with development and construction activity; complete critical registration checks and issue referrals as required.
- Notify development in line with Council policy / legislative requirements; secure and publish documents online. Acknowledge submissions.
- Maintain a public register of development applications; construction, complying development and occupation certificates; secure and publish documents online.
- Record fee allocations including bonds and bank guarantees. Identify and follow up outstanding fees and other matters applicable to the functional area.
- Complete advertisements and various reports internal and external reports.
- Investigate and issue certificates / approvals.
- Scan and catalogue documents.
- Redact and publish development related data online.
- Maintain corporate databases; public registers; record customer requests. Identify data integrity issues and / or gaps; initiate action to address.
- Assist in the production of all documentation, presentations and statistical information required by the Team, using appropriate software.
- Contribute to external revenue opportunities where appropriate and in the development of new services and improved processes.
- Participate in the development of e-business opportunities; field technology; marketing plans and other business related activities as applicable to the functional area.

### **Teamwork and quality outcomes**

- Maintain relationships and workflow between the various teams within the Directorate, other parts of Council and external parties to ensure that customers are provided with a seamless service.
- Model and promote excellence in customer service and commitment to a customer service culture.
- Provide guidance and coaching of staff in the systems and processes of the team including the use of corporate software and field technology.
- Ensure continuous improvement and best practice within the scope of this position.

- Act in a manner that promotes integrity, ability, judgment and transparency in decisions and process.
- Maintain Council's commitment to protecting personal information and ensure information is handled in line with Council's Privacy Management plan.

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## **COMMUNICATION**

Clear communication skills are required to explain and / or advise others.

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## **JUDGEMENT & PROBLEM SOLVING**

Skills to assess situations, determine processes, tools and solutions to problems. Guidance is available.

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## **AUTHORITY**

Responsible for the completion of work requiring the application of specialised administrative skills.

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## **SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES**

### **ESSENTIAL**

<b>Qualifications &amp; experience</b>	Relevant administrative qualifications at the Certificate III level (ie., 600 hours face-to face learning), or equivalent demonstrated competencies gained through on-the-job learning.
<b>Technology use</b>	Accurate and sound computer skills in a range of computer applications (for example Word, Excel, Powerpoint).
<b>Client focus</b>	Demonstrated skills in providing a prompt, courteous level of service consistent with procedural guidelines to internal & external clients.
<b>Analytical thinking</b>	Ability to analyse information in order to identify options, reach logical conclusions and explain approaches to others.
<b>Attention to detail</b>	Demonstrated ability to maintain a sustained level of concentration in a volume processing activity to ensure accuracy and identify errors to be addressed.
<b>Teamwork &amp; collaboration</b>	Demonstrated ability to work collaboratively with and support members of own and other teams to achieve work objectives.
<b>Planning &amp; organising</b>	Ability to plan tasks, organise and monitor own work using established procedures.

## BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

<b>Position:</b>	Technical Assistant Grade 1		
<b>Responsible Manager/ Supervisor:</b>	Program Leader, Business & Systems		
<b>Signature:</b>		<b>Date:</b>	

<b>Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed. Ratings as follows:</b>	<b>Exposure Level</b>	<b>Rating</b>
	No Exposure	0
	Low Exposure (0 – 2hrs daily)	1
	Medium Exposure (2 – 4hrs daily)	2
	High Exposure (4 – 8hrs daily)	3

PHYSICAL REQUIREMENTS									
Heavy Manual Tasks	1	Pushing loads > 5kgs	1	Frequent bending/ stooping	1	Sitting for extended periods	1		
Light Manual Tasks	1	Pulling loads >5kgs	0	Repetitive Lifting	1	Standing for extended periods	1		
Trunk Twisting	1	Extend arms for reaching	1	Elevating arms above shoulder height	1	Kneeling for extended periods	0		
Climbing to access/ exit excavations	0	Throwing	0	Walking on uneven ground	1	Walking for extended periods	0		
Balancing	0	Crawling	0	Hearing above background noise	1	Depth Perception	0		
Colour Vision	2	Fine Manipulation	3	Shoveling/Digging	0				
WORKING CONDITIONS									
PHYSICAL									
Inside Work	3	Outside Work	1	High Temperatures > 38deg	0	Low Temperatures < 3 deg	0		
Operating Machinery	0	Working Near Machinery	0	Working at Heights	0	Noisy Work Areas	0		
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	1	Working Alone			
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	3	Prolonged Standing (periods > 1 hour)	1		
CHEMICALS				BIOLOGICAL					
Dusts	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0		
Working with Solvents	0	Mists / Fumes	0	Possible exposure to Hepatitis A, B, C	0	Possible exposure to Tetanus	0		
Gases/ Vapours	0	Odours	0	BIOMECHANICAL					
				Repetitiveness	3	Fatigue	3		
ASBESTOS									
Asbestos Awareness	√	None of the below					0		
Class B Asbestos Removal	0	Asbestos Removal and Supervision	0	Asbestos Assessor	0				
USE OF PERSONAL PROTECTIVE EQUIPMENT									
Safety Boots/ Shoes	0	Dust Mask/ Respirator	0	Protective Eyewear	0	Ear plugs/Muffs	0	Hard Hat	0
<b>Provide a brief description of the job requirements:</b>									
Predominantly an office based position engaged in the use of digital systems and tools. May involve occasional field work.									