


POSITION DESCRIPTION

	Position Title:	Technical Assistant Grade 1
	Location /Branch/ Department:	Katoomba office; Development & Customer Services Directorate
	Position Classification:	Band: 2 Level: 2 Grade: 1

POSITION PURPOSE/OBJECTIVE

Actively engage and support digital administrative processes and business systems within the relevant functional area. Uses para technical skills to provide advice and contribute to an environment of continuous improvement and excellent customer service.

RELATIONSHIPS

Reports to:	Technical Assistant Grade 2 / Business / Systems Management Officer / Program Leader, 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.

SPECIFIC RESPONSIBILITIES

The position can be required to provide business and para technical support to any of the following functional areas:

- Application Lodgement Services
- Development Assessment Services
- Building and Engineering Certification Services
- Environmental Health & Compliance

Operational activities

As relevant to the functional area:

- Provide para technical advice for the accurate resolution of customer enquiries.

- Actively engage and be proficient in the use of internal and external technological business systems, maintain administrative business processes and systems that contribute to improved data integrity and accurate data insights.
- Review, register and upload applications and determinations using digital systems, complete critical registration checks.
- Notify and respond to submissions in line with Council policy / legislative requirements.
- Redact, secure and publish development related data online.
- Manage revenue generation, including value of work assessments, fee invoicing, bonds and bank guarantees. Identify and follow up outstanding fees and other matters applicable to the functional area.
- Complete advertisements, reports and returns to internal and external agencies.
- Investigate and issue certificates such as certificates of outstanding notices / Orders, approvals to operate onsite wastewater systems: Follow up critical business processes to ensure compliance with relevant Acts / Regulations such as annual fire safety statements certification.
- 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.
- Test software upgrades, identify and report on issues, process changes, identify communication plan requirements.

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 to 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.

Workplace Health & Safety DO NOT DELETE THIS SECTION

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.

Compliance & Risk

You are responsible for ensuring that you conduct your risk management responsibilities as described in council's Enterprise Risk Management (ERM) Policy and Procedure (the ERM Framework) with the goal of ensuring that potential issues are identified and reported in a timely manner.

In undertaking your work should you identify contaminated land or potentially contaminated land, including but not limited to Asbestos contamination you are required to notify your supervisor immediately.

COMMUNICATION

The position is often the first point of contact with clients. Clear communication skills are required to explain and / or advise others and to reconcile different points of view. Escalation paths are available.

JUDGEMENT & PROBLEM SOLVING

Critical thinking skills and research abilities are required to solve problems which involve the assessment of options with freedom within procedural limits. Guidance is available.

AUTHORITY

Delegation to undertake tasks and duties on behalf of Council in accordance with legislation, policy and procedures. Advice given within the boundaries associated with the position may commit the council and have an impact on external dealings.

Responsible for the completion of work requiring the application of specialised administrative skills. Work flow is generally co-ordinated by a team leader. Gives system and procedural guidance / coaching to others on a daily basis.

SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

ESSENTIAL

Qualifications & experience	Thorough working knowledge and experience in the application of administrative skills, based on suitable certificate or post-certificate level qualifications.
Job knowledge	Experience in applying value adding business systems and processes; active participation in continuous improvement strategies.
Technology use	Accurate and advanced computer skills in a range of software applications and mobile technology.
Client focus	Demonstrated skills in maintaining a prompt, courteous level of service. Experience in resolving issues and keeping clients up to date with outcomes.
Analytical thinking	Ability to analyse information in order to identify options, reach logical conclusions and explain approaches to others.
Attention to detail	Demonstrated ability to maintain a sustained level of concentration in a high volume processing activity to ensure accuracy and identify errors to be addressed.
Teamwork & collaboration	Demonstrated ability to work collaboratively with and support members of own and other teams to achieve work objectives.
Planning & organising	Ability to plan tasks, organise and monitor own work using established procedures.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

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

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:	Exposure Level	Rating
	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		Liquids		Pesticide Spraying		Herbicide Spraying	
Working with Solvents		Mists / Fumes		Possible exposure to Hepatitis A, B, C		Possible exposure to Tetanus	
Gases/ Vapours		Odours		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		Hard Hat	0

Provide a brief description of the job requirements:

Predominantly an office based position engaged in the use of digital systems and tools. May involve occasional field work.