



Position Description

Team Leader/Supervisor/Coordinator

Position Title	Administration Coordinator
Division	Development and Environment
Section	Environment and Regulatory Services
Reports to	Group Manager Environment and Regulatory Services
Grade	11
Direct Reports	3
Indirect Reports	0

Position purpose

Coordinate the administrative functions of the Environment and Regulatory Administration team. Provide administrative and business services to support the delivery of regulatory and compliance functions in building, environmental compliance and management, companion animals, public health, and other legislation enforced by Council.

Team responsibilities

- Register and maintain applications, inspections and customer records in business systems.
- Prepare applications, customer records and compliance data for officer assessment
- Issue certificates, regulatory correspondence and customer replies in line with standards and templates.
- Provide administration support to section staff to assist them in the delivery of their programs.
- Provide clear and timely advice to customers on service procedures and process.
- Provide compliance data for corporate and legislative reporting requirements.
- Maintain a working knowledge of legislation, internal procedures and policies underpinning the service.
- Actively contribute to business excellence and transformation projects to meet strategic and operational goals.



Position specific responsibilities

- Establish the priorities, process and business support standards for the administration team
- Provide decisive and supportive leadership to build a high performance culture.
- Analyse data and report on compliance outcomes to inform business planning, transformation and risk control.
- Maintain service information including website content, forms, fees, procedures and knowledge stores.
- Engage on a regular basis with service stakeholders to provide effective and efficient administrative processes.
- Manage a staff roster for the team to ensure service availability.
- Maintain a knowledge of the regulations, policies and business requirements underpinning the service.
- Assist the administration team and customers through troubleshooting processes. Refer matters for senior guidance and decision as required.
- Discover and prepare records for compliance officer investigations, court matters and for GIPA requests.
- Any other related duties as directed, within the skills and scope of the role.

Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

As a supervisor, you are expected to demonstrate the behaviours required of non-supervisory employees, in addition to those outlined below.

Values-based behaviours for Team Leader/Supervisor/Coordinator

Values

Expected Behaviour

Communication

- I ensure that roles and responsibilities are clearly communicated
- I actively listen to the concerns of my staff and customers
- I keep my team members informed
- I provide regular, valid and objective feedback in relation to individual performance

Accountability

- I identify and implement safe work practices, taking a systematic approach to managing risk, and ensure the health and safety of myself and others
- I ensure that the actions of myself and others are focused on achieving organisational outcomes
- I take responsibility for the behaviour and performance of my staff members within the workplace
- I deal with issues when they arise



Professionalism

- I lead by example
- I set clear objectives and goals for my team to achieve
- I contribute to the change process and see change as an opportunity to improve performance
- I ensure my team is working well together

Integrity

- I maintain confidentiality
- I recognise and report misconduct, illegal or inappropriate behaviour, and support my team to do the same
- I am fair and consistent in my dealings
- I am honest with my staff

Teamwork

- I acknowledge the achievements of my team members
- I encourage a positive working environment
- I am engaged, enthusiastic and motivated
- I mentor and coach my team



Document Endorsement

Date 10/6/2021 **Group Manager** Environment and Regulatory Services

Date 10/6/2021 **Director** Development and Environment

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

Employee Name _____

Employee Signature _____

Date _____