

Position Description

Position title:	RPA Operations Support Officer
Directorate:	Governance
Service Unit:	Regulatory, Planning and Assessment
Reports to:	Manager Regulatory, Planning and Assessment
Direct reports:	Nil
Salary point:	SP9
Work location:	12 Stewart Avenue Newcastle West 2000
Date revised:	June 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Regulatory, Planning and Assessment (RPA)?

The RPA Service Unit is responsible for leading strategic land use planning, development assessment, regulatory and compliance functions and processes to facilitate, enable and regulate development and related activities across the Newcastle Local Government Area.

The RPA Service Unit ensures compliance with legislative requirements, provides advice and undertakes assessment to inform evidence-based decision making throughout and across City of Newcastle (CN). The Service Unit has significant direct community and stakeholder engagement through its land use planning, development assessment and regulatory functions.

What's the focus of this position?

The primary focus of the position is to work collaboratively with the RPA Operations Coordinator to support the RPA service unit in the delivery of city planning and driving developments, through the provision of providing a high level of administrative and coordination activities and exceptional customer experiences.

What you'll be doing:

- Assist the RPA Operations Coordinator to provide timely, efficient and accurate high-level quality support to the Manager Regulatory, Planning and Assessment, Section Managers and Coordinators in day to day management and operations of the business unit.
- Ensure the smooth running of the RPA Service Unit through timely and accurate administrative functions including; developing and maintaining a solid understanding and consistent implementation of CN's policies and procedures and overseeing and maintaining records and reporting requirements across the Service Unit.
- Provide high level professional and effective customer service on behalf of RPA with both internal and external stakeholders.
- Prepare and collate correspondence, reports and presentations for RPA that include recommendations to a high standard and monitor all correspondence to ensure accuracy and compliance.
- Provide key user support and expert knowledge in the storage, retrieval and use of administrative information on corporate information systems (i.e. OneCouncil, One Place ECM, Minutes Manager, Project Tracking and Office 365) and maintain RPA's relevant pages on One Place with input from subject matter experts.
- Work collaboratively with other business units across CN to deliver outcomes.
- Responsible for requisitions to raise orders for contracts, goods, accounts receivable and payable across the RPA Service Unit.
- Assist in the preparation and review of responses to Councillor requests, Council reports, MP requests, complaints, organisational requests for reports and information within tight timeframes.
- Coordinate meetings, facilitate complaints processes and resolutions and assist in the management of activities and diary for the Manager RPA.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

The essentials you'll need:

- Certificate III in Business Administration, Management , and/or an equivalent level of professional competence and experience in office management, business administration or related discipline.
- Extensive experience in providing high level administrative support to a team coupled with a high level of confidentiality, accuracy and attention to detail.
- Highly developed time management skills with experience in meeting strict deadlines, paying attention to detail and dealing with conflicting and varied demands.
- Exceptional communication skills to effectively write and compile complex correspondence and reports including minute taking, while ensuring accuracy and compliance.
- Demonstrated experience in supporting a team of people to ensure quality outcomes are delivered to a high standard, while exercising initiative and judgement.
- Advanced proficiency of Microsoft Office Suite and corporate information systems including OneCouncil, ECM, Minutes Manager, Project Tracking and Kentico – CN's internet and intranet publishing system.

- Skills and knowledge with creation and formatting of documents including policies, manuals and master plans.
- Proven ability in business process improvements including technological development, changes in work procedures and organisation change.
- Demonstrated experience in managing the coordination of Business Unit operational needs to ensure team effectiveness, process improvement and delivery of organisation objectives.
- Effective team player with a capacity to be flexible, motivated and participate in an inclusive team.

Other valuable skills you may have:

- Local Government experience.
- Experience in the use of City of Newcastle's corporate systems.
- Willingness to undertake further studies or courses for future development.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	