



### Administration Officer – Local Laws

**Position Number:** 500074

**Directorate:** Advocacy and Community

**Department:** Local Laws

**Reports to:** Local Laws Administration Team Leader

**Classification:** Band 4

**Employment Status:** Permanent Part Time

**Location:** **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

**Date created/amended:** June 2021

**Employee signature:** \_\_\_\_\_ **Date:**     /     /

## About the Organisation

### Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

### Vision

Together with our Community, create a sustainable future.

### Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



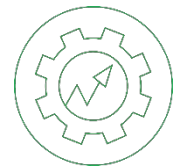
Respect



Customer Service  
Excellence



Accountability



Continuous  
Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance
- > Economy, Growth and Infrastructure
- > Advocacy and Communities



## About the Role

### Objectives

- > To assist in ensuring that the administrative, customer service and technical functions of the Local Laws Unit are carried out effectively at all times.
- > The position assists primarily in the following areas: Fire Prevention program, Local Laws Management, School Crossings, Parking Management, Asset Protection, Infringement Management, Request Management and Animal Management

### Key Responsibility Areas

#### Administration

- > To provide support to the general operation of the Local Laws Unit and assist with the efficient execution of the relevant functions
- > To assist in the answering of telephone and counter enquiries pertaining to the Local Laws Unit
- > To assist in the production of reports, Council Agenda items, correspondence, memos, submissions, permits, contracts, etc., generated by the Local Laws Unit
- > To provide assistance to all other members of the Local Laws Unit in the delivery of Local Laws services, maintaining and updating the unit's website pages with current forms, documents and information.
- > To monitor and regularly update the databases associated with the Local Laws Unit, which include but are not limited to, the animal registration database, the Infringement database, VicRoads User Register, the Debt Recovery database, the Prosecutions Register
- > Assist with technical/administrative duties associated with:
  - > Customer request system on Property and Rating
  - > Maintain TRIM electronic documents.
- > Provide assistance in populating and maintaining the various Fire Prevention Inspection system and various supporting data bases database.
- > Liaise with Contractors engaged to undertake various fire prevention programs, providing work instruction as directed by Municipal Fire Prevention Officer (MFPO) and Local Laws Coordinator and reconcile works undertaken
- > Assist with the generation of and monitoring of invoices raised against properties for fire prevention works and for contractors undertaking roadside slashing and spraying works for Council
- > In the first instance respond to queries relating to fire prevention works and invoices and if required seek support from the MFPO and Local Laws Coordinator to resolve
- > Assist in the coordination and follow through of the infringement process from data entry and issue of Final Notices, to submission to and liaison with Council's nominated service for Debt Recovery, issue of summons and Magistrates' Court proceedings
- > To provide information to the Manager in relation to infringements issued, reporting regularly on their status, Department of Justice reporting requirements, Appeals Panel outcomes, and other areas, compile statistics and assist in the preparation of reports as required
- > To coordinate and prepare documentation to be heard by the Appeals Panel on a weekly basis for all types of infringements and handle all incoming and outgoing correspondence in relation to infringements and the development and monitoring of extension of time requests where applicable
- > Follow-up action on correspondence/reports, enquires, etc., to ensure the communication system within the Local Laws Unit business operates effectively



- > Arrange and organise appointments, meetings etc as required.

### **Multi-skilling and Job Rotation**

- > A requirement of the position is that the incumbent may be required to undertake various other duties as directed from time to time, including as part of a multi-skilling or job rotation program to support the broader department.

### **Facilitate Communications**

- > Provide high quality customer service and maintain positive public relations
- > Document enquiries, complaints and incidents pertaining to the delivery of the services, as appropriate.

### **Risk management and occupational health and safety**

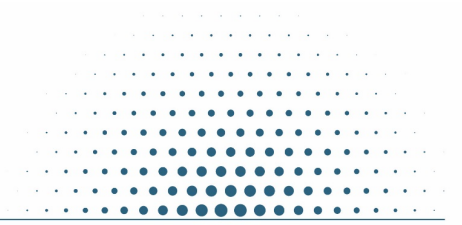
- > Comply with OH&S legislation, risk management requirements and Council policy
- > Ensure implementation and maintenance of a safe working environment reporting any breaches to your Manager and/or the Risk Advisor as appropriate
- > Ensure that due care and fiduciary duty is undertaken in relation to any property or equipment entrusted to them in the performance of their duties
- > Report any observable issues or breaches to their supervisor and “make safe” within the limits of their ability, skills, and training.

### **Financial Administration**

- > Assist in the infringement process from data entry and issue of Final Notices.
- > To provide information to the Local Laws Administration Team Leader in relation to infringements issued, reporting regularly on their status, Appeals outcomes, and other areas, compile statistics and assist in the preparation of reports as required.
- > To assist with the preparation of documentation on a weekly basis for all types of infringements and handle all incoming and outgoing correspondence in relation to infringements and the development and monitoring of extension of time requests where applicable.
- > Follow-up action on correspondence/reports, enquires, etc., to ensure the communication system within the Local Laws Unit business operates effectively.
- > Assist with the purchasing process in such ways as with the creation of Purchase Orders.

### **Other Duties**

- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



## About You

### Key Selection Criteria

1. Highly Developed written and verbal communication skills including the ability to prepare concise accurate and timely correspondence.
2. Ability to effectively use Microsoft applications including Word, Excel and Outlook and the ability to learn new systems used by Council.
3. Ability to demonstrate initiative and work with limited direction and supervision.
4. Strong conflict resolution and problem-solving skills when dealing with difficult or upset customers.
5. To be proactive and show initiative to improve customer service processes and procedures for the Local Laws unit

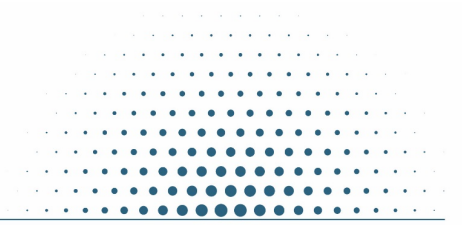
### Qualifications and Experience

#### Essential

- > Demonstrable qualifications and experience, including good interpersonal and communication skills.
- > Developed PC and Software knowledge and capabilities.
- > Demonstrated organisational ability and a proactive self-starter.
- > People oriented, with a friendly manner and proven teamwork ability.
- > Evidence of ability to demonstrate enthusiasm and initiative in a positive manner.
- > Valid Victorian Drivers Licence and Working with Children Check
- > Willingness to undergo a National Police Check

#### Desirable

- > Previous administrative and/or office experience would be an advantage
- > Experience and competency in the use of Information Technology, particularly with Microsoft products as well as Technology One products and TRIM.
- > Certificate or experience in an administration role (Local Laws or Justice experience desirable, but not necessary)
- > Previous experience in and an understanding of Legislation would be an advantage
- > Previous experience in an administration role dealing with permits, infringements and external customers



## Position Requirements

### **Accountability and Extent of Authority**

- > Accountable for the accuracy, quality and timeliness of own work
- > Accountable to the Local Laws Manager for efficiently and effectively supporting the administrative functions of the Local Laws Unit
- > The position has authority to use discretion within standard practices and processes when giving advice and information to interested parties
- > Work within specific timeframes and under general supervision and guidance of the Local Laws Manager
- > The maintenance of registers is limited by legislation, and standards and procedures set by the Local Laws Unit or Council

### **Judgement and Decision Making**

- > Required to record, investigate and respond to inquiries received in the Local Laws Unit within the scope of the position
- > Problems may be of a complex or technical nature and the incumbent will be required to decide on appropriate action within established procedures
- > Ability to make appropriate decisions and evaluate alternatives within documented procedures
- > Ability to make clear decisions pertaining to tasks to be completed
- > Guidance and advice are always available

### **Specialist Skills and Knowledge**

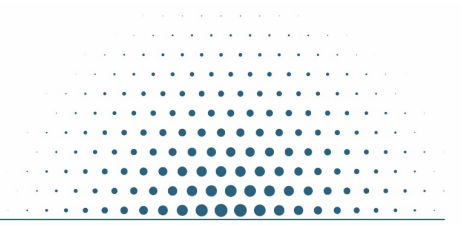
- > Understanding of the relevant provisions of the Local Government Act and the Infringements Act
- > An excellent understanding of customer service standards
- > Ability to use relevant computer packages for the effective and timely control of the infringement and debt recovery process including MS office productively
- > An understanding of the relevant processes, policies and procedures associated with the unit, including Infringements, Debt Recovery, and court system
- > An understanding of the operations of management systems and reporting at a Corporate/Council level

### **Management Skills**

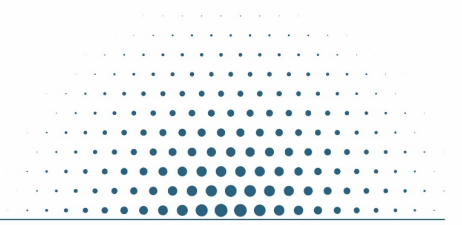
- > Ability to plan and organise own workload in order to achieve Unit objectives within set timeframes
- > Proven experience in working with minimal supervision and an ability to successfully complete and coordinate work on time
- > An ability to record and maintain accurate information and records
- > Knowledge of the principles of Equal Employment Opportunity and ability to follow Occupational Health and Safety practices

### **Interpersonal Skills**

- > Highly motivated with an excellent eye for detail
- > Ability to maintain confidentiality
- > Ability to work well in a team environment
- > Good interpersonal and communication (written and verbal) skills



- > Ability to gain cooperation and assistance from internal and external customers
- > To encourage sharing of information with team members; including general issues and OH&S and participate in a way that contributes to becoming an effective, efficient and customer focused team



## Appendix A - Conditions of Employment and Responsibilities

### **Agreements, Legislations and Awards**

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement
- > Early Education Employees Agreement

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

### **Asset Management**

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

### **Charter of Human Rights Compliance**

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

### **Child Safe Standards**

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies





### **Corporate Recordkeeping Responsibilities**

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

### **Code of Conduct**

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

### **Corporate Induction**

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

### **Customer Service**

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high-quality customer focused service at all times.
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

### **Drivers Licence**

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled, you must inform your manager immediately.





### **Emergency Management**

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

### **Hours of Work**

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full-time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

### ***Accrued Day Off (ADO) and Rostered Day Off (RDO)***

An ADO/RDO is applicable for some positions, with the following arrangement;

#### ***Monthly ADO***

A Monthly ADO is available to full time staff. As a full time, indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

#### ***Fortnightly ADO***

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5-hour days for 9 days per fortnight, with the 10<sup>th</sup> day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

### **Motor Vehicle**

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

### **Policies and Procedures**

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

### **Pre-Employment Checks**

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

### **Qualifications Required for the Role**

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

### **Qualifying Period**

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

### **Recognition of Prior Service**

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

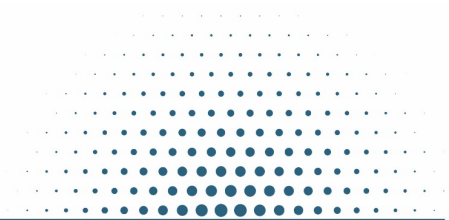
### **Payroll**

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

### **Risk Management and Occupational Health and Safety**

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



### **Superannuation**

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

### **Types of Employment**

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

**Casual Employees** will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

**Part Time Employees** can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

### **Variances to Duties**

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.

### **Working with Children Check**

Where a valid Working with Children Check is a mandatory requirement of the role, employees must immediately report to their Manager and People & Culture any revocation or cancellation of their WWCC. Council will consider the circumstances involved and determine the appropriate action, which may include termination of employment based on the evidence or issues leading to the revocation.