



Position Description

Program Support Officer – Place and Economic Development

Division	Planning and Place
Business Unit	Planning and Place
Grade	NB E
Job Code	JC00092

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Planning and Place Overview

The Planning and Place division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The division comprises of Development Assessment, Strategic and Place Planning, Place & Economic Development and Environmental Compliance.

Purpose of the Position

The Program Support Officer anticipates and provides high quality administration and program support to the Place and Economic Development team.

Key Accountabilities

- Provide a high quality, flexible and responsive administration service to the business unit, including records management, web page updates and liaising with internal stakeholders.
- Oversee the procurement process within the team including purchase ordering and invoicing to ensure compliance with Council's procurement processes and optimal use of rate payer funds.
- Oversee the overall operations of the Place & Economic Development team office, including arranging facilities maintenance, ordering supplies, and maintaining equipment to ensure the smooth and efficient running of the business unit.
- Organising meetings, training and other events for the business unit including booking of meeting venues, diary management, travel, and preparation of agendas and minutes.
- Provide support to the business unit in undertaking research on issues, drafting correspondence and reports, and any other administrative support as required by the business unit.
- Assist with the identification and implementation of improvements to the administrative functions of the business unit including documentation of processes.

Key Challenges

- Prioritising the competing demands within the team.
- Managing the expectations of other stakeholders outside the Unit seeking timely input to information requests.
- Delivering accurate and consistent work within tight timeframes in a fast-paced high volume work environment.

Key Internal Relationships

Who	Why
Manager Place and Economic Development	• Provide high level support and updates on key issues and priorities. • Escalate issues and propose solutions. • Receive guidance.
Team	• Provide administrative support. • Provide and receive guidance.
Stakeholders	• Manage the flow of information, seek clarification and provide advice and responses. • Develop and maintain effective working relationships and open channels of communication.

Key External Relationships

Who	Why
Community Groups	• Provide information and written and verbal responses to enquiries.
Stakeholders	• Manage expectations. • Provide information and written and verbal responses to enquiries.

Key Role Dimensions

Decision Making

This role operates autonomously to manage their day-to-day activities in line with priorities agreed with the Manager Place and Economic Development and in line with Council delegations.

Reports to

Manager Place and Economic Development

Direct Reports

N/A

Budget

N/A

Essential Criteria

- Demonstrated experience in a similar role providing administrative support to a busy team.
- Well-developed skills in Microsoft Word, Excel and PowerPoint, use of electronic records management and procurement/purchasing systems and database administration.
- Strong oral communication skills able to communicate with diverse audiences delivering a high level of customer service.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Adept	Demonstrate Accountability
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Adept	
 Relationships	Communicate and Engage	Adept	Community and Customer Focus
	Community and Customer Focus	Adept	
	Work Collaboratively	Intermediate	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Intermediate	Deliver Results
	Think and Solve Problems	Adept	
	Create and Innovate	Intermediate	
	Deliver Results	Intermediate	
 Resources	Finance	Foundational	Technology and Information & Assets and Tools
	Assets and Tools	Foundational	
	Technology and Information	Intermediate	
	Procurements and Contracts	Foundational	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicator
Demonstrate Accountability	Adept	Is prepared to make decisions within own level of authority Takes an active role in managing issues in the team Coaches team members to take responsibility and follow through Is committed to safe work practices and manages work health and safety risks Identifies and manages other risks in the workplace

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicator
Community and Customer Focus	Adept	Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to services Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Deliver Results	Intermediate	Takes the initiative to progress own and team work tasks Contributes to the allocation of responsibilities and resources to achieve team/project goals Consistently delivers high quality work with minimal supervision Consistently delivers key work outputs on time and on budget
Technology and Information	Intermediate	Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness
Assets and Tools	Foundational	Uses core work tools and equipment effectively Takes care of work tools, equipment, accommodation and community assets