

Melton City Council

Community Safety Administration Officer – Building

Position Description

PD: 00227

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Community Safety Administration Officer – Building
Directorate	City Delivery
Business Unit	City Safety and Amenity
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 – 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader Building Administration
Supervises	Nil
Internal liaisons	• All officers and employees
External liaisons	• General Public • Customers • Builders • Consultants • Solicitors • Government Authorities

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at



the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide effective and efficient administration support to the delivery of the Building Services Unit.
- Provide excellent customer service to both internal and external customers of the Unit.

5. Key responsibility areas

- Provide general administrative function and support to the Building Services Unit including word processing, data entry, telephone and email enquiries, filing,
- Respond to enquiries in a timely and efficient manner adhering to Council policies and procedures, and in accordance with the *Building Act 1993* and *Building Regulations 2018*
- Record and register appropriate information in Councils Electronic Content Management System.
- Generate requisition and authorise payments as per Council's Purchasing Policy.
- Demonstrate a customer focus to internal and external customers.
- Maintain a high level of confidentiality and discretion in the handling of a wide range of information and projects.
- Use of computer systems to generate statistics and reports.
- Perform other duties and tasks that could reasonably be expected of the position in accordance with the multi-skilling clause of the Melton City Council Enterprise Agreement.

6. Accountability and extent of authority

- Provide accurate and efficient administration support to all unit employees.
- Support the Team Leaders to produce all relevant documents utilising word processing and data entry skills.
- Professional provision of customer service by telephone and forwarding or receiving messages on behalf of Unit staff.
- Efficient flow of documentation and accurate information recording and filing.
- Maintain/update all relevant databases and filing systems.
- Maintain confidentiality of all relevant documents/activities.
- Establish priorities within set workload.

7. Judgement and decision making

- Under general direction follow established work task processes and routines.

- Communicate effectively with customers to identify needs and refer to appropriate Council Officer.
- Prioritise daily routine functions in order of importance to coordinate with specific allocated tasks.
- Utilise corporate systems, processes and standards for the handling of all documentation.
- Show initiative in approach to all aspects of the position and seek advice of any other Council Officer for the purpose of fulfilling the duties and responsibilities of the role.
- Display discretion and confidentiality in dealings with members of the public.
- Determine the most appropriate officer to re-direct counter/telephone enquires to.

8. Specialist skills and knowledge

- Highly effective time management and organisational skills, with a demonstrated ability to work under pressure.
- Excellent knowledge of Windows based applications and databases for the production of a wide range of documents.
- Highly developed computer skills to produce accurate documentation.
- Well-developed customer service skills for face to face, telephone and email interactions.
- Demonstrate ability to practice accuracy in record keeping and file management.
- Possess flexibility to learn new procedures in a constantly changing regulatory environment.

9. Management skills

- Demonstrated ability to use initiative to solve problems and priorities workloads to achieve work targets.
- plan, organise and prioritise routine functions along with specific tasks.
- Adapt quickly to change.
- Work with minimal supervision and to seek advice and assistance from others when required.

10. Interpersonal skills

- Prepare routine correspondence and reports.
- Excellent verbal and written communication skills, including the ability to gain cooperation and assistance from other employees and the public.
- Excellent customer service skills.
- Display sensitivity and discretion when dealing with confidential issues.
- Work as a team member including assisting other staff members.

11. Qualifications and experience

- Post-secondary qualification in administration (below diploma level) plus some experience in either an administrative or customer service role.
- Demonstrated experience in the operation of a variety of Windows based applications and databases
- Experience in a regulatory environment.



12. Key Selection Criteria

1. Post-secondary qualification in administration (below diploma level) plus some experience in an administrative/ customer service role.
2. Relevant knowledge of a regulatory environment with demonstrated ability to prioritise and perform a variety of administration tasks to a high level with strong attention to detail under variable work demands.
3. Proficiency in the use of Windows based applications and databases, with demonstrated ability to maintain accurate records and produce a wide range of documents.
4. Well-developed written, oral and interpersonal communication skills, including the ability to gain cooperation and assistance from members of the public and internal stakeholders, and to display sensitivity and discretion when handling confidential matters.
5. Demonstrated ability to work flexibly within tight time schedules, adapt to new situations and show initiative in responding to challenging and competing work tasks.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager City Safety and
Amenity

August 2026

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date