POSITION DESCRIPTION

Position Title:	PERS Support Officer			
Position Code:	P249		Reviewed:	27/11/2025
Award Classification:	Band:	2	Level:	1
Salary System Grade:	Grade:	2	Minimum Level:	1
Approved:	Sharon Pope		Date:	19/11/2025

Primary Purpose of the Position

The Business Officer position provides essential administrative and operational support to the Planning, Environment and Regulatory Services team. This includes issuing a range of property related certificates and information to the public and working with the PERS Business Improvement Co-ordinator to ensure effective business processes, continuous improvement and performance reporting.

Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high-level description of the outcomes that the incumbent of this position is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's **Our People Capability & Behaviour Framework**:

1. Issue a range of property related certificates required by Acts and Regulations, such as Planning Certificates, Drainage Diagrams and Fee Quotes, and respond to general property enquiries.
2. Respond to preliminary application and property enquiries, provide fee quotes and check information provided with new applications made under the Environmental Planning and Assessment Act, the Local Government Act, NSW Food Act and other relevant legislation.
3. Provide reliable administrative support for technical and professional staff such as booking building and pool safety fence inspections, notification of applications, transferring documents to and from the NSW Planning Portal and undertaking bulk communication processes.
4. Maintain and ensure accuracy of systems, registers and databases.
5. Compile data, prepare and distribute reports to meet allow trend analysis for Customer service requests assessment of applications, compliance with legislation and team member workloads.
6. Provide administrative support for the State Significant Development Committee, or other relevant Committees, and other meetings including agendas, notices, and minutes.
7. Proactively provide input into the development, implementation, monitoring and continual improvement of processes and service delivery.
8. Ensure that Privacy and Confidentiality are maintained by supervising access to any Council related records or documents in accordance with the relevant legislation.
9. Any other such duties that are commensurate with the employee's skill level, competency and training.

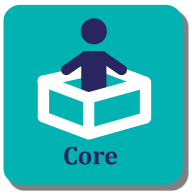
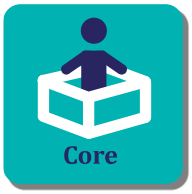
Key Capabilities

The Muswellbrook Shire Council **Our People Capability & Behaviour Framework** applies to all Council employees. This position requires the following level of capabilities and behaviours in accordance with the Framework:



Fundamental	Developed	Advanced	Highly Advanced	Expert
✓	☐	☐	☐	☐

The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

Muswellbrook Shire Council Capability Framework		
Group and Capability		**Capability & Behaviour Descriptors**
	**Accountability:** Be responsible for own actions, act within levels of authority, and understand and apply legislative frameworks and policies	• Be responsible for your own actions • Understand and follow policies and procedures • Comply with safe work practices to ensure the safety of self and others
	**Effective Communication:** Listen, interpret and convey information in a clear and respectful manner	• Explain things clearly and respectfully • Allow others time to speak, and actively listen to others • Approach conflict objectively, and refer to a supervisor where appropriate
	**Collaboration:** Work within a team environment, cooperate with others and consider the needs of others to achieve shared goals	• Participate as a supportive team member and work with other team members to achieve goals • Help other team members to share the load in peak work periods • Work together in challenging situations

Key Tickets, Qualifications and Other Skills

1. Certificate III Business Administration or other equivalent qualifications or experience.
2. Advanced competence in the use of Microsoft Office Software.
3. Demonstrated experience and/or capability to deliver the *Job Specific Key Accountabilities* (above).
4. Demonstrated **Fundamental Level** key capabilities as defined in the *Key Capabilities* Table (above).
5. Previous experience in using Civica's Authority System and Content Manager and the NSW Government's ePlanning Portal (desirable).