

POSITION DESCRIPTION

COMMUNITY RECOVERY ADMINISTRATION OFFICER – PLANNING, BUILDING & HEALTH – AGRN1242

Award Classification	Victorian Local Authorities Award 2001 – Band 4
Directorate	Community & Planning
Reports to	Manager - Community Safety
Supervises	Nil
Approved By	Director Community & Planning, April 2026

OUR GUIDING PRINCIPLES

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

- **Progressive & Responsive** – We are leaders in local government innovation and are responsive to the community.
- **Fair & Consistent** – We are fair and consistent in our thinking, actions and decisions.
- **Open & Honest** – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.
- **Selfless & Inclusive** – We take a “Shire First” approach and value the participation and opinion of all.

POSITION OBJECTIVES

- Provide a dedicated courteous and positive customer service experience to recovery officers and impacted community members from Longwood Berry Lane fire event.
- Provide administrative support to the dedicated Recovery Planning Officer, Municipal Building Surveyor and Recovery Environmental Health Officer supporting residents to rebuild from the Longwood Berry’s Lane.

KEY RESPONSIBILITIES AND DUTIES

- Provide responsive, courteous, and reliable customer service in a timely manner to impacted community members of the Longwood Berry Lane fire event.
- Provide a dedicated responsive and courteous telephone and counter services including timely and accurate referral of contacts and enquiries for impacted community members of the Longwood Berry Lane fire event.
- Implement responsive and flexible work practices.
- Contribute towards the initiatives to improve customer experience for community impacted by Longwood Berry Lane fire event.
- Assist in administrative duties for the Community Recovery Planning Officer, Community Recovery Environmental Health Officer and Municipal Building Surveyor (including drafting of correspondence and following up customer requests) as required.
- Maintain health systems, including all required processes, in accordance with all statutory, industrial and Council policy and procedural requirements related to Longwood Berry Lane fire event recovery.
- Provide an update on the status of applications and on general procedures and processes.
- Process property enquiry applications (Building Regulation 326 and 610) specific to Longwood Berry Lane fire event.
- Process referrals to external authorities.
- Draft documentation for issuing by contractor, i.e. Permits and Certificates for Longwood Berry Lane fire event.

POSITION DESCRIPTION

OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of their duties to prevent injury to themselves and others.
- The position is responsible for complying with the Council's Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

RISK MANAGEMENT

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
- Participate actively in the identification and reporting of risks and contribute to implementation of identified controls.
- Perform the position's functions and duties in accordance with risk management provisions of their position description or contract.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable to the Manager Planning & Investment, Manager Community Safety, Manager Fire Recovery for the quality, effectiveness, cost and the timelines of work plans and programs and for the care of the assets being used.
- The freedom to act within Council policies and procedures.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise some discretion in the application of established standards and procedures.

JUDGEMENT AND DECISION MAKING

- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Guidance and advice are always available within time to make a choice.
- Make decisions on matters, which are the responsibility of the position, provided that these are within delegated authority and Council policy.

SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and, where appropriate, an appreciation of the goals of the wider organisation.
- Understanding of Workplace Health and Safety, Equal Opportunity and other legislation relating to the workplace.
- Knowledge of Local Government functions, legislation and regulations relevant to the position.
- Knowledge of face-to-face counter interactions including sound listening skills which will assist in the resolution of customer enquiries.

MANAGEMENT SKILLS

- Ability to manage time and to plan and organise own workload.
- Basic knowledge of personnel practices and an ability to assist employees with on-the-job training and guidance if required.

POSITION DESCRIPTION

INTERPERSONAL SKILLS

- Excellent communication, interpersonal and customer relations skills. Including communicating with people with trauma.
- Provision of quality customer service and information with the aim of all customer contacts requests to be handled in a courteous, efficient and professional manner.
- Ability to gain cooperation and assistance from impacted community members of the Longwood Berry Lane fire event in the administration of well-defined activities.
- Skills in written communication to enable the preparation of routine correspondence and reports.

QUALIFICATIONS AND EXPERIENCE

- Knowledge of customer services and face to face counter interactions including sound listening skills which will assist in the resolution of customer enquiries.
- Experience in the use of software packages and databases including Microsoft Word, Excel, and Outlook.

KEY SELECTION CRITERIA

Essential

- Experience in providing excellent customer service both internally and externally.
- Excellent communication, interpersonal and customer relations skills.
- Professional presentation including a courteous phone manner.
- Ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both externally and internally.
- Use initiative and act professionally, with discretion, integrity, and confidentiality.
- Experience in the use of software packages and databases including Microsoft Word, Excel, and Outlook.

Desirable

- Experience in Local Government Industry.

TERMS AND CONDITIONS OF EMPLOYMENT

The Community Recovery Administration Officer – Planning, Building & Health (AGRN 1242) position is classified as a Band 4 within the Strathbogie Shire Council Enterprise Agreement 2023. The salary range for this position is within Band 4 plus superannuation in line with legislation and Income Protection per annum commensurate with qualifications and experience. This is a fixed-term part-time position funded under AGRN1242, subject to continued external funding and government approvals. Normal hours are between 8.45am and 5.30pm with a 45 minute lunch break, Monday to Friday. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2023.

SIGNATURES

EMPLOYEE

Name:

Signed:

Date: