

Position Title	City Development Support Officer
Directorate	City Futures
Department	City Development
Team	Support and Innovation
Classification	Band 4
Date	June 2026
Reports to:	Coordinator Innovation and Support
Supervises:	Nil
Internal Liaison:	Manager City Development, Manager Strategic and Environmental Planning, City Futures Directorate staff, Coordinator and Team Leaders of Statutory Planning, Coordinator Planning Compliance, Customer Service Officers, Coordinator Public Health, Municipal Building Surveyor, Deputy Building Surveyor, other Council Staff.
External Liaison:	Solicitors/lawyers, Engineers, Consultants, Referral Agencies, Draftspersons, Builders, Private Building Surveyors, Counter Enquiries, Owners / Builders, Customers and residents, business operators, service agencies]

Position Objectives

Your primary purpose in this position is to:

- To provide a high level of efficient and accurate administrative support through:
 - administrative services and assistance in maintaining the computerised database within:
 - Building Services,
 - Statutory Planning,
 - Public Health,
 - Planning Compliance,
 - Strategic and Environmental Planning, and
 - City Futures.
 - customer service that consistently meets or exceeds our communities' expectations; and
 - delivery of team targets and operational requirements.
- Providing accurate responses, advice and updates to applicants as required on the progress of their applications.
- Utilise database systems for timely management and tracking of data along with software or systems updates from suppliers or Information Management Services (IMS).

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential

- Certificate IV in Business Administration or alternatively relevant knowledge and skills gained through on- the-job training. Relevant experience and skills should include demonstrated:
 - knowledge of and ability to interpret the Building Act 1993 and Building Regulations, Planning and Environment Act 1983 and Regulations, Public Health or Planning Compliance, and Councils local laws related to administration processes.
 - ability to work in a team environment and gain the cooperation and assistance of other team members, Council management and staff.
 - high level of customer service skills in order to communicate effectively and efficiently with external customers and providing excellent customer service.
 - planning and organisational skills to manage one's own workload as well as the ability to develop and maintain efficient and effective office systems.

- ability to use initiative to continually review and where necessary contribute to improving administration procedures and processes.
- Proficient in Microsoft office applications such as Word, Excel, and ability to maintain databases, such as the Property & Rating, Merit and Objective.
- Demonstrated involvement in administration processes supporting legal or regulatory compliance, ideally with demonstrated experience in process improvement.
- Demonstrated ability to plan, prioritise and organise work, identify and resolve conflicting priorities, both on an individual and team basis, contributing to the overall goals of a department.
- Demonstrated ability to gain the confidence, co-operation and assistance from a range of people, including other staff in the administration of all department matters.
- Demonstrated ability to discuss and resolve basic administration issues with counterparts in other council departments.
- Well-developed oral and written communication skills, particularly in relation to providing information to clients, mitigating their concerns and achieving positive outcomes in conjunction with the applicable teams across the broader department

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children’s Check (Employee Check)
- satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Administration	<ul style="list-style-type: none"> ● Provide comprehensive administrative support in the preparation of Council Reports, Appeals, written responses, permits and all other correspondence for the Business Units and directorate as required. ● Undertake all administrative work associated with the processing of all regulatory planning matters, including Planning Scheme Amendments and other Strategic and Environmental Planning matters. ● Undertake all administrative work associated with the processing of all regulatory matters within the team including lodging and recording externally submitted information accurately and in a timely manner. ● Undertake documented processes and procedures on a daily, weekly and monthly basis.
General Advice & Assistance	<ul style="list-style-type: none"> ● Prompt answering of General Enquiries when required, directing them to the appropriate officer or Council Department for attention. ● Taking messages where required to assist in the daily running of the Department and providing messages promptly to recipients, in accordance with Department processes and procedures. ● Assisting the Manager on all administrative matters where requested.
Consultation	<ul style="list-style-type: none"> ● Address internal and external customer general enquiries in a prompt and efficient manner to determine their administrative needs. Action these needs where appropriate and/or provide appropriate referrals to professional staff of applicable teams when and where required.
Information System & Records Management	<ul style="list-style-type: none"> ● Inputting and interpreting information from Council’s ProClaim / Property and Rating / Objective and other business and records management systems to support internal / external customers where appropriate to the Department. ● Working with and providing guidance on process improvements, current matters for resolution etc with the Information Technology Services Department.
Education	<ul style="list-style-type: none"> ● Provide coaching and demonstration of practice to the team regarding processes and procedures relating to all department functions including the processing of Town Planning Application and Permits, Subdivisions and Planning Scheme Amendments and other Planning legislation and processes.

	<ul style="list-style-type: none"> Be able to assist the Information Technology Services Department in the education of the Planning & Design Department regarding Council's ProClaim / Property and Rating / Objective/ Trapeze and other business and records management systems.
Council Policy and legislation	<ul style="list-style-type: none"> Adhere to all Council policies and relevant State and/or Federal legislation governing the department activities when carrying out administration responsibilities for the various Business Units. At all times, maintain the strictest confidentiality regarding information and records relating to ratepayers, customers and employees.
Change Management	<ul style="list-style-type: none"> Meet the challenges of change as it occurs within the organisation. To be able to document, maintain and improve the Department's processes and procedures in line with changing regulations and internal improvement processes.
Team Effectiveness	<ul style="list-style-type: none"> A demonstrated ability to work in a busy team environment and actively participate as a team member of the Department to ensure a cohesive approach to achieving team targets and corporate objectives. Support each other in a team environment to recognise individual team achievements.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are found on The Source > [Capability Framework | Greater Dandenong Council](#)

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> Take reasonable care of their own health and safety. Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. Participate in health and safety training programs and initiatives.
Child Safety	<ul style="list-style-type: none"> Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards.

	<ul style="list-style-type: none"> Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- Not required.
- This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to 'Working out of hours' under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- This position requires a vision test
- This position requires a hearing test

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Providing a direct service and information to clients and/or support to the Coordinator, and other City Development and City Futures team members as required.
- Assisting and support department staff and where appropriate other external agencies in all relevant processes for the efficient and effective delivery of Building & Compliance responsibilities
- Assisting with maintaining accurate, up-to date department databases and records, processing and producing all correspondence within agreed timeframes to meet the service needs of the Building & Compliance unit,
- Organising work according to predetermined importance and urgency at least a week in advance to effectively support the unit staff to complete all unit functions within planned guidelines, in particular ensuring that telephone messages are responded to promptly within several hours of receiving,
- 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 overall tasks and duties required of the position generally fall within specific unit guidelines but with scope to exercise discretion in the application of established standards and operating procedures,
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Respond to customer enquiries effectively including resolving minor issues with customers by utilising information within agreed parameters,
- Set and carry out various department administrative tasks in predetermined order of priority to meet team requirements in accordance with Council and corporate timetables,
- Assists the Coordinator by providing information on status of workload to determine how best to utilise resources,
- Assist the team in administration processes, procedures and compliance requirements,
- Evaluate and make improvements to routine department administration and reporting procedures,

With Input from the Manager City Development:

- Assist in the implementation of new administrative procedures for the department, particularly those involving database systems,
- Make decisions regarding the presentation of correspondence, reports and meetings,

Recommends to the Manager City Development:

- Reports relevant issues to the Coordinators, Team Leaders, Municipal Building Surveyor and/or Manager City Development where appropriate,
- Makes recommendations about administration process improvements where necessary,
- Assist with the development of new administrative procedures towards improving the effectiveness of the delivery of department services,

Guidance:

- Works under the direction of the coordinator with objectives of the work being well defined,
- Guidance and advice are always available from the Coordinators, Team Leaders, Municipal Building Surveyor, Manager City Development, within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Working effectively within the multidisciplinary City Development team and related City Futures departments in order to provide responsive internal customer service / administrative support,
- An understanding of the relevant technology, procedures and processes and function of the role within the department including relevant policies, regulations and precedents as well as an understanding of the goals of the unit and where appropriate an appreciation of how this contributes to the goals of the wider organisation,
- Demonstrated knowledge of and ability to interpret the Building Act 1993 and Building Regulations, Planning Environment Act 1983 and regulation, Public Health or Planning Compliance, at times Councils local laws and an understanding of relevant precedents and previous decisions related to administration processes.

Management & Interpersonal skills

The essential position requirements include:

- Manage time, plan and organise work at least one week ahead supporting the Coordinator Innovation and

Support to meet a range of predetermined priorities in service delivery to external clients whilst attending to internal reporting and service requirements,

- Well-developed written communications skills to prepare routine internal and external correspondence and other written documentation / reports as required.
- Well-developed verbal communications skills including dealing with members of the community in a tactful and personal manner and maintaining composure in difficult inter-personal situations.
- Ability to gain cooperation from and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision / training of other employees where applicable.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			