

# Benalla Rural City Council Employment Information Pack

Administration Officer –  
Planning Full - Time

## Information Pack

### Administration Officer - Planning

#### Full-Time

Thank you for your interest in applying for the position Administration Officer - Planning with the Benalla Rural City Council

This information package includes the following documents:

- Employment Details
- Benefits of working with Benalla Rural City Council
- Position description including the 'Key Selection Criteria'.
- 'How to Apply'
- Application Cover Sheet

For general details of the Council, please refer to the following web site: [www.benalla.vic.gov.au](http://www.benalla.vic.gov.au)

For further information about the position and a confidential discussion, please contact Planning Coordinator, Joel Ingham on 03 5760 2637.

If you wish to apply for this position, please refer to '**How to Apply**' notes at the end of this document.

## Employment Details for the Position

Status:	Full- time
Location:	The position will be based at Benalla Customer Service Centre
Agreement:	Benalla Rural City Council Enterprise Agreement 2021.
Classification:	Band 4
Payment Details:	Salary is paid on a fortnightly basis into a nominated bank account by direct bank deposit.
Superannuation:	<p>Council will contribute 12.0% of salary to a complying superannuation fund nominated by an employee.</p> <p>If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.</p>
Long Service Leave:	<p>Three (3) months after ten (10) years of service.</p> <p>Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service.</p> <p>LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.</p>
Professional Development:	Council recognises the importance of the employee maintaining adequate level of skill and will allow for appropriate training opportunities.

## Benefits of working with the Benalla Rural City Council

Working at Benalla Rural City Council, you will be rewarded with flexible working arrangements, work/life balance, an attractive salary, study assistance programs and an encouraging and supportive work environment.

As the Council provides a diverse range of services to the Benalla community, employment opportunities can vary from Administration, Engineering, Planning and Management with the majority of staff working on a full-time basis and the remainder part-time and casual.

## Family Friendly and Flexible Working Arrangements

- 14 Weeks paid maternity leave
- 2 weeks paid paternity leave
- Ability to purchase leave

## Employee Assistance Program (EAP)

- Telus Health is Council's preferred EAP supplier
- Designed to help staff deal with any work related or personal problems
- Confidential

## Professional Development

- Committed to developing staff by strategically identifying, developing and evaluating learning opportunities
- Access to learning opportunities will be based on corporate, team and individual needs and developments

## Equal Employment Opportunity

Benalla Rural City Council aims to provide a workplace that is free from any form of discrimination, bullying and harassment.

All forms of harassment and bullying are unacceptable and we are committed to creating an environment in which harassment and bullying are not tolerated at any level.

## Child Safe

Benalla Rural City Council is committed to creating and maintaining a child safe organisation. Protecting children and young people and preventing and responding to child abuse is embedded in the everyday thinking and practice of our organisation.

Benalla Rural City Council encourages and supports the participation and empowerment of all children and young people and recognises that the safety of our children is a whole of community responsibility and is everyone's business.

Benalla Rural City Council has zero tolerance to child abuse.

## Code of Conduct

The purpose of the Staff Code of Conduct is to provide staff with guidance on, and an understanding of the values and standards of behaviour that apply to all Council staff in their daily work activities. It is essential that the Council's affairs are conducted legally, ethically and with the highest standards of integrity and professionalism. These are the values and standards upon which the Council's reputation has been built and will continue to be based. Adherence to these values is fundamental to further building on the partnership and trust between the Council and the community.

## Administration Officer – Planning Position Description

Classification	Band 4
Division	Corporate
Department	Development
Reports to	Planning Coordinator

## Position Objectives

The position is responsible for providing exceptional administrative and customer support across the organisation.

## Key Responsibilities

### Functional Responsibility

Perform administrative support functions for the Planning unit, including:

- Processing daily incoming mail (internal & external).
- Registering incoming planning and subdivision applications.
- Referring planning and subdivision applications to internal departments and external authorities.
- Undertaking public notice of planning permit applications.
- Preparing and administering decisions on planning and subdivision applications, including updating Greenlight, SPEAR, Sharepoint and other relevant data bases.
- Liaising with Victorian Administrative Appeals Tribunal (VCAT) as required and process any applications for review that are lodged against planning decisions.
- Processing administrative tasks associated with other planning functions requests for secondary consent approvals and extensions of time for issued permits.
- Booking of inspections for Planning Officer's.
- Preparing responses to requests for past planning information.
- Assisting with searches for documentation required for response to Freedom of Information (Fol) requests.
- Providing administrative support for Strategic Planning matters.

## Key Responsibilities

- Assist in the coordination of the preparation and finalisation of section 173 Agreements.
- Be a contact person for counter and telephone enquiries, and provide accurate and efficient responses to general planning enquiries.
- Assist in the creation and maintenance of standard letters, templates, mailing lists and other basic information for the Unit.
- Assist in the maintenance of databases
- Assist in the development, maintenance and distribution of public information for planning matters (including Council's web page, information brochures & handouts).
- Assist in initiating and implement continuous improvement initiatives which seek to improve the performance of the Planning unit.
- Liaise with and provide information, assistance and advice to customers, other agencies, consultants and members of staff.
- Undertake other duties and functions consistent with the area of work responsibility.

### General

- The ability to work as part of a team across all areas of Council.
- To have an understanding of Council's policies, procedures and manuals.
- Undertake administrative duties in an efficient, effective and confidential manner and avoid disclosure of sensitive/confidential information and ensure that such information is only released with appropriate approval from management. This will include completing general correspondence, responding to requests for information, data entry, photocopying, scanning of documents and filing.
- Participate in the review of administration procedures and implement new ideas with consultation.
- Maintain general business records such as meeting agendas and minutes, relevant documentation and correspondence in accordance with Council's information management policies.
- Incumbents of this position must be willing to work at all of Council's worksite.

### Customer Service

- Perform all duties required of the position in a manner that provides efficient, effective and quality services which leads to the sustained improvement in productivity of the Department.
- Provide exceptional customer service to internal and external customers. This will involve attending to customer enquiries or complaints over the phone and in person.
- Ensure that queries of complaints are followed up in accordance with Council's Customer Service Charter.
- Perform other duties as directed in accordance with the responsibility and skills level of the position.

## Key Selection Criteria

- Demonstrated administration skills and experience in an office environment.
- Experience in customer service related roles.
- An ability to make sound judgements in prioritising time between urgent and important tasks.
- Well-developed organising skills, and a thorough and systematic approach to keeping records with meticulous attention to detail.
- Ability to be flexible and work as part of a team environment.
- An understanding of the planning and building related legislation and associated statutory processes and procedures would be desirable but not essential.
- High quality written communication skills.

## Qualifications and Experience

- Relevant Business Certificate or demonstrated experience, skills and ability to meet the position requirements – including administrative and customer service training.
- Relevant experience in an administrative role including demonstrated experience in working within Local Government or in a similar environment.
- Excellent administrative/technical skills and experience in the operation of general office equipment.
- Advanced skills in Microsoft office and other computer applications.



## Our Guiding Principles

Benalla Rural City Council recognises that great organisations are built on shared and demonstrated values. All Council staff are expected to demonstrate commitment and act in accordance with the following guiding values.

- **Fairness, Equity and Respect:** Lead by example to build an inclusive workplace that recognises and encourages the value in everyone.
- **Leadership:** Embracing, encouraging, and recognising effective leadership at all levels.
- **Continuous Improvement and Innovation:** Consistently finding better ways of delivering services and value.

## Occupational Health and Safety

- Comply with all requirements of the OHS Management System and legislation.
- Work safely and not place at risk the health and safety of other workers or the public.
- Actively contribute to the hazard identification process.

## Risk Management

- Understand and observe the Risk Management Policy, Framework and related procedures.
- Immediately notify their supervisor of any incidents, risks or recommendations for risk management of which they become aware.
- Report any illness, injury, hazard, damage to Council property or assets, near miss or incidents and losses as soon as they are detected to their supervisor.

## Child Safety

- Ensure the behaviors and actions are consistent with the Victorian Child Safe Standards, related legislation and Council's Child Safe policy.

## Diversity and Inclusion

- Ensure compliance with equal opportunity, diversity, anti-discrimination and gender equality legislation, policies and procedures.

## Accountability and Extent of Authority

- Performing the duties listed under key responsibilities and performance standards in a co-ordinated manner in accordance with policies and procedures, as directed by the coordinator.
- Accountable for preparing and signing correspondence on routine and straightforward matters within delegated authority as amended from time to time and undertaking mail outs for public exhibition processes.
- Accountable for the confidentiality of all documents within the control of the position.
- Accountable for making decisions with the limits of authority delegated from time to time by the Council.
- Accountable for providing planning advice and timely and accurate information to customers, senior management and other staff, and for achieving and maintaining customer service excellence.
- Accountable for assisting with the maintenance of planning information resources in an easily accessible format for both internal and external customers, including on the Council's web site.
- Accountable for maintaining up to date registers of all planning related activities, including those required by Statute.
- Assisting with the development and maintenance of detailed procedures for all administrative tasks.
- Ensuring that administrative activities are carried out to a high standard and achieve benchmark standards for performance developed in conjunction with and agreed by the Manager and Coordinator.
- Accountable for statutory and internal reporting of performance of the Planning unit, including administration activities.

## Judgement and Decision Making

- Much of the work is specialised, with decision making procedures and processes guided by a combination of legislative rules and established practices and guidelines.
- The incumbent needs to keep abreast of changes in legislation, policies, practices and procedures.
- The incumbent must have the ability to deal with a wide range of enquires involving the need to assess the level of understanding of the person making the enquires and being able to communicate the information in a clear and articulate way.
- As a member of a professional specialist team, the incumbent uses discretion in the provision of information to applicants, authorities and members of the public, which may have legal ramifications and the potential to impact on the wider community. More complex enquiries will be handled by other building and planning staff.
- Assistance and guidance are always available.

## Specialist Knowledge and Skills

- An understanding of the Planning and Environment Act, Planning Schemes, Building Act and associated statutory processes and procedures would be an advantage
- Proficient in word processing, the use of Microsoft Office computer applications and data base programs.
- High quality written communication skills to be able to write correspondence in plain English.
- A knowledge of local government operations.
- Attention to detail.

## Management Skills

- Ability to use initiative in all aspects of the operations of the position.
- An ability to make sound judgements in prioritising time between urgent and important tasks, and effectively plan, organise and manage own time when working under pressure to achieve agreed performance standards.
- Well-developed organising skills and a thorough and systematic approach to keeping records.
- High level of accuracy and attention to detail.
- The ability to act professionally and maintain confidentiality of files
- Ability to work flexibly and as part of a team environment.
- Demonstrated listening skills and an ability to communicate information in a friendly and articulate way to members of the public who may at times display challenging or aggressive behaviour.
- Ability to provide excellent customer service to both internal and external customers.
- An ability to perform under pressure.

## Interpersonal Skills

- Ability to work as part of a team environment, and to lead and assist other team members.
- Demonstrated listening skills and an ability to communicate information in a friendly and articulate way to members of the public who may at times display challenging or aggressive behaviour.
- An attitude of corporate commitment and good appreciation of the importance of optimising customer service.
- An ability to perform under pressure.

## Terms and Conditions

The Administration Officer Planning is classified as a Band 4 in accordance with the *Benalla Rural City Council Enterprise Agreement 2021*. The salary range for this position is within Band 4 plus superannuation in line with legislation per annum commensurate with qualifications and experience. 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 *Benalla Rural City Council Enterprise Agreement 2021*.

## Signatures

**Employee**

**Manager:**

**Name:**

**Name:**

**Signed:**

**Signed:**

**Date:**

**Date:**

Position – Inherent physical requirements				
Summary – Exceptional administrative and customer service support across the organisation				
<i>Physical Demands of the Role</i>				
Physical Demands of the Task and % of time allocated	NEVER 0%	OCCASIONAL 1-30%	FREQUENT 31%-60%	CONSTANT 61%-100%
Sitting				X
Driving	X			
Standing		X		
Walking		X		
Steps / Stairs		X		
Squatting	X			
Kneeling	X			
Looking Up				X
Looking Down				X
Bending Spine Forwards	X			X
Bending Spine Backwards	X			
Working with hands above shoulder height				
Reaching forwards or sideways				X
Gripping or Grabbing				X
Fine Hand Coordination	X			
Lifting from Floor to Waist			X	
Lifting at waist height	X			
Lifting from waist to overhead	X			
Carrying equipment e.g., tools, plants etc	X			
Pushing	X			
Pulling	X			
Exerting force with one hand or one side of the body e.g. digging	X			
Holding, Supporting or Straining	X			
<b>Adaptive Device(s) Available</b>				
Ergonomic assessment of office workstation (For office based positions)				
Ergonomic Chair (For office based positions)	Minimise effects of long periods of sitting			

## How to Apply

These notes are provided to assist you in the preparation of your application and to help the selection panel judge your application.

## Application Cover Sheet

Please ensure you complete the 'Application Cover Sheet' and include in your application. The personal information collected on this form will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information.

## Addressing Key Selection Criteria

The Key Selection Criteria is listed in the Position Description. Each criterion must be addressed and it is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application for the above position. It is up to you to demonstrate that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position. It must be noted that it is not practical to interview all applicants and therefore only those who best meet the requirements will be short-listed for interview.

## Applications

- Ensure that you have read the position description and understand the requirements of the position
- Your application should include:
  - Application Cover Sheet
  - A covering letter
  - A document addressing the key selection criteria
  - A current resume

All applications will be treated with the strictest confidentiality and are to be submitted by email to: [employment@benalla.vic.gov.au](mailto:employment@benalla.vic.gov.au)

Alternatively, you may post your application to;

“Private and Confidential”  
Rhonda McDonald  
Human Resources Coordinator  
Benalla Rural City Council  
PO Box 227  
BENALLA VIC 3671

*Please use a paperclip to secure all documents; **do not staple your application** or enclose your application in a folder.*

Applications close: **5 pm Monday 14 July 2025.**  
*Please Note: Late Applications cannot be accepted.*

# Application Cover Sheet

Position Applied for: \_\_\_\_\_

*Note: Applicants are required to respond to the Key Selection Criteria in their applications*

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Full Name: \_\_\_\_\_

Address: \_\_\_\_\_ Suburb: \_\_\_\_\_

State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Other: \_\_\_\_\_

Do you have?

Current Driver's License Y/N

Current First Aid Certificate Y/N

Current Police Check (not more than 6 months old) Y/N

Are you willing to undertake a Police Check if required? Y/N

Have you completed the attached **Professional Referees** form? Y/N

Have you read and understood the **Position Description**? Y/N

Have you read 'How to Apply' instructions in the Information Pack? Y/N

What is your availability to work e.g. hours, days and date of commencement? (Applicable for part time only)



Where did you see this position advertised?

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**\*\*\*\* Don't forget to attach your Resume and address the Key Selection Criteria \*\*\*\***

## Privacy Act Information and Declaration

The personal information requested on this form is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

## Professional Referees

I hereby agree to the following nominated persons acting as referees and being contacted for the purpose of seeking referee information regarding my previous employment performance and my suitability for future employment:

<b>Name of Referee</b> (Direct Manager if possible)	<b>Company and Position</b>	<b>Contact Phone Number</b>
<b>1.</b>		
<b>2.</b>		
<b>3.</b>		

I confirm that the above referees have been contacted by me and have consented to acting as referees on my behalf. I understand that failure to gain the consent of the persons listed above to act as referees may result in the Benalla Rural City Council not considering me for employment.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Benalla Rural City Privacy Act Policy and *Victorian Information Privacy Act 2000*, including the provision of access to that information.

**Name of Applicant:** .....

**Signature:** .....

**Date:** .....

**benalla.vic.gov.au**

PO BOX 227

Benalla VIC 3671

(03) 5760 2600

[council@benalla.vic.gov.au](mailto:council@benalla.vic.gov.au)

