

Position Description

POSITION TITLE: ADMINISTRATION OFFICER LAND DEVELOPMENT	REPORTS TO: TEAM LEADER LAND DEVELOPMENT
Pay Band: Band 2	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>The primary role of the Administration Officer Land Development is to provide administrative and clerical support to the Land Development Team to ensure effective delivery of land development activities, subdivisions and property services activities.</p> <p>The Administration Officer will receive and respond accordingly to enquiries from land development customers, process Building Permit Applications, Build Over Easement Applications, Information Statements, prepare Land Development Agreements, calculate Land Development fees and process payments.</p> <p>The Administration Officer will monitor Statutory Referrals from Councils ensuring responses are provided within statutory timeframes and is responsible for the administration of the Lower Murray Water Backflow Prevention Register.</p> <p>The Administration Officer will strive to achieve excellent standards of service to internal and external customers; and to enable the Corporation to meet regulatory requirements and accountabilities.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Work collaboratively as a member of the Land Development team and with other relevant positions across the corporation to achieve business objectives within Land Development • Report to the Team Leader Land Development on subdivision referrals progress • Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices • Work autonomously to manage workload and work activity • Engage in development of self and others via annual performance planning • Prepare Developer Design & Construct Agreements 	<ul style="list-style-type: none"> • Customers are responded to within required time frames with appropriate advice. • Positive stakeholder feedback is received during 360 feedback surveys • Achievement of agreed performance and development activities in annual plan • Processes, procedures and documentation are developed and constantly improved • Land Development strategies are developed in consultation with the team and demonstrate achievable and realistic quantitative objectives
Customer	<p>Internal:</p> <ul style="list-style-type: none"> • Manager Land Development • Team Leader Land Development • Land Development Officers • Property Services Officers • Business Services and Performance team • Stakeholder team • Customer team • Revenue staff <p>External:</p> <ul style="list-style-type: none"> • Customers • Councils • Surveyors • Plumbers and related tradespeople • Other Stakeholders 	<ul style="list-style-type: none"> • Demonstrated strong professional relationships with internal and external stakeholders • Ensuring a consistent experience for all customers • Provide fair, honest and constructive feedback to all key stakeholders to foster a constructive culture and manage for performance • Demonstrated strong professional relationships with external key stakeholders including contractors and plumbers

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Safety	<ul style="list-style-type: none"> • Active participation in safety meetings, training and other requirements determined by LMW's OH&S management system • Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment, and discrimination • Contribute to the bi-annual Global Safety Index (GSI) survey process 	<ul style="list-style-type: none"> • Compliance with OH&S Policy • Demonstrate behaviours that promote safe work practices and respect for all staff members • Improvement in GSI team and organisational survey results is achieved annually through the effective implementation of recommended actions developed through the Safety team
Efficiency	<ul style="list-style-type: none"> • Develop procedures that support Land Development and Property Services activities and provide effective and efficient services • Plan and Implement reporting standards and protocols to supply accurate and relevant Land Development management information • Work collaboratively with ICT to identify and pursue business improvements through the use of technology • Ensure duties are undertaken accurately and in a timely and responsive manner whilst anticipating future and emerging needs where possible and identifying opportunities for improvement • Provide user training to staff to effectively use existing and new internal systems 	<ul style="list-style-type: none"> • Ensuring that user-friendly processes and procedures are developed in consultation with the broader organisation • Information provided meets external and internal reporting requirements • Information statements are processed according to expected timeframes

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Capital	<ul style="list-style-type: none"> • Calculate and ensure payment of various fees and charges in accordance with the Corporations Acts and policies. • Analyse and approve building plans. • Analyse and approve Build Over Easement applications. • Prepare Developer Design & Construct Agreements • Process Information Statements • Manage Backflow Prevention Register 	<ul style="list-style-type: none"> • Consent to Connect numbers are issued to plumbing contractors • Plumbers provided with connection locations and as-constructed drawings • Advice provided relating to the availability of services within acceptable timeframes • Build Over Easement enquiries and applications are managed effectively and efficiently • Information Statements processed within acceptable timeframes. • Building permit applications are responded to. • Backflow Prevention Devices are complaint with annual inspection and register is up to date.

LEVEL OF AUTHORITY

Delegation Category G as per the current Instrument of Delegation.

NUMBER OF REPORTS

Direct Reports:

- Nil

Indirect Reports:

- Nil

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications

- Certificate III or IV in Business Administration

Leadership:

- Proven ability to work collaboratively within a multi-disciplined team to achieve organisational objectives.
- Ability to work independently.

Customer:

- Highly developed interpersonal and communication skills with the capability to work effectively with people across the Corporation.
- Demonstrated ability to work well in a team, to act with integrity and use initiative as required.
- Well organised approach to tasks, able to maintain performance under adverse situations and deadlines.

Safety:

- An understanding of safety management systems and the ability to lead by example to support a safety-first culture.

Efficiency:

- Considerable skills in using Microsoft Office Suite.
- Demonstrated skills in reviewing, checking and auditing data with attention to detail.

