

POSITION DESCRIPTION

POSITION TITLE & NUMBER:	Administration Officer – Community Services (#1109)
EMPLOYMENT STATUS:	Full time, Ongoing
CLASSIFICATION:	Band 4
FULL TIME SALARY RANGE:	\$66,058 - \$70,964 plus superannuation
UNIT:	Community and Environmental Health

APPLICATION GUIDELINES

Please submit a cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume.

THE CITY

Greater Bendigo celebrates our diverse community. We are welcoming, sustainable and prosperous. Walking hand-in-hand with the traditional custodians of this land. Building on our rich heritage for a bright and happy future. The City works in partnership with our community to move toward this vision and deliver the Greater Bendigo Council Plan (Mir wimbul).

We are a values driven Organisation and committed to embracing diversity, flexibility and supporting employee training and development. The City provides a safe, inclusive and team orientated work place where people perform at their best. Further information is found at the [City of Greater Bendigo website](http://www.bendigo.vic.gov.au)

THE UNIT

The Community and Environmental Health Unit comprises a large team of enthusiastic and dedicated staff. The unit champions the service delivery aspects of Councils' business, managing and delivering a range of community based services that are funded wholly or in part from Council, the Commonwealth or State government. This includes people and family services, school crossing supervision and Environmental Health. Community and Environmental Health, in conjunction with People and Culture also takes a lead role in ensuring the City meets its obligations under the Child Safe Standards.

POSITION OBJECTIVE

- Provide administrative and systems support to the Community and Environmental Health unit that is responsive to the needs of community, clients and staff.
- Provide effective and efficient customer service, which embraces the City's values and the Customer Services Charter, to both internal and external customers.

KEY RESPONSIBILITIES AND DUTIES

- Provide responsive and courteous customer service, monitor customer request workflows/actions and support the Units compliance with the City's Customer Service Charter.
- Provide a first point of contact for public and internal enquiries, and facilitate the documentation, resolution, co-ordination and/or escalation of all enquiries.
- Assist with finance, document management and registration documentation.
- Maintain data for funding and reporting requirements to support programs.
- Undertake a broad range of administrative duties including, but not limited to organising meetings, preparing meeting agendas, minute taking and monitoring of Unit actions and deadlines.
- Maintain a thorough working knowledge of all services, software, policies and procedures.

Our Values & Behaviours



SKILLS AND ATTRIBUTES

Technical/specialist skills:	Microsoft Office suite, administration skills, email and diary management, event coordination, data entry
Personal attributes:	Communication, teamwork, adaptable, time management, problem solving

ORGANISATIONAL RELATIONSHIPS

Reports to:	Team Leader – Community & Environmental Health Administration
Supervises:	Nil
Internal Liaisons:	Staff members and other City employees
External Liaisons:	Service authorities, contractors, general public, customers and external suppliers

ADDITIONAL INFORMATION

- A satisfactory Police Record Check, Working with Children Check and evidence of any required vaccinations is required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.
- Some flexibility in working hours is required including early starts, weekends, public holidays and/or evening work.
- A current driver's licence.

QUALIFICATIONS

- Certificate, qualification or knowledge and skills in administration gained through on-the-job training commensurate with the requirements of the position.

KEY SELECTION CRITERIA

- Ability to relate well professionally to a diverse range of people with an understanding of the needs of the most vulnerable people within the community.
- An effective team player, along with the ability to work cooperatively and positively in a sensitive and confidential environment.
- Excellent customer service skills including the ability to deal with difficult customers.
- Good verbal and written communication skills with the ability to record accurate notes and preparation of routine correspondence as required.
- Proficient in the use of computer software including MS Office suite.
- Skills in managing time and planning and organising one's own work.

BAND 4 CLASSIFICATION DESCRIPTORS

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Provide information to clients and information and support to more senior employees as required.
- Responsible for supervising resources including other employees and/or regulate clients.
- 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 discretion in the application of established standards and procedures.
- Ability to work with sufficient freedom to plan one's own work.
- 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 & DECISION MAKING:

- Work objectives are well defined but there is a requirement to make decisions regarding the particular method, process and equipment to be used by selecting from a range of available alternatives.
- Quantification of the amount of resources needed to meet work objectives may be required.
- Guidance and advice are always available within the time available to make a choice.

SPECIALIST SKILLS & KNOWLEDGE:

- An understanding of the relevant technology, procedures and processes used within the work unit.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- An understanding of the goals of the work unit and an appreciation of the goals of the wider organisation.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment.
- Proficient in the use of computer software including Microsoft Office suite.

MANAGEMENT SKILLS:

- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance as required.
- Necessitate skills in managing time and planning and organising one's own work.

INTERPERSONAL SKILLS:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Skills in written communication to enable the preparation of routine correspondence and reports as required.