

# Position description

## Administration Assistant

### Summary information

<b>Section</b>	Building and Engineering Assessment Development Assessment Strategic Planning Development Policy and Regulation	<b>Directorate</b>	City Planning and Development
<b>Position grade</b>	Grade 7	<b>Position type</b>	Permanent, full-time
<b>Skill descriptor</b>	Band 2 Level 1	<b>Direct reports</b>	No
<b>Reports to</b>	Manager	<b>Release limit</b>	\$0
<b>Approval limit</b>	\$3000	<b>BCC numbers</b>	BCC1811, BCC1812, BCC567 and BCC1814
<b>Created/reviewed</b>	July 2019		

### Our Values

#### TEAMWORK



#### CUSTOMER FOCUSED



#### INNOVATION



#### COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

#### Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives

## 1 Position purpose

- To assist the Manager and other senior supervisors, ensuring the Department operates smoothly and efficiently by providing secretarial and administrative assistance.
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

## 2 Qualifications and experience

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### Essential

- Certificate III in Business Administration or similar
- Suitable relevant work experience
- Demonstrated experience using computer software programs including Microsoft Office
- Demonstrated commitment to customer service
- Ability to work within a team environment
- Availability to work flexible working hours
- Current class C driver's licence.

## 3 Authority

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The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

- Mayor/Councillors/members of the senior management/external contacts are dealt with promptly and efficiently
- Maintain a high degree of discretion and confidentiality of information and task
- Filter incoming telephone calls in a professional and courteous manner
- Preparation of reports, memorandums and other correspondence through the provision of secretarial services to the Manager and senior supervisors
- Deadlines are met for typing reports to Council and VIP correspondence
- Effective work distribution and movement occurs within as well as to and from the department
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standard
  - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.

- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the Child Protection (Working With Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attache.

### Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

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- Type and coordinate report preparation to Council as allocated by the Manager.
- Type and coordinate VIP preparation in accordance with organisational protocol.
- Keep and maintain a system for VIP correspondence and follow up with staff to ensure answers are provided within time allocated.
- Sensitive material is handled in the strictest confidence.
- General typing as allocated by the Manager.
- Coordinate the transfer of files and other documents to the appropriate Officer.
- Coordinate the department's correspondence, liaising with the Manager and senior supervisors in the department.
- Originate necessary action in relation to complaints as directed by the Manager. Action complaints in the absence of the Manager and divert calls where possible.
- Implement and maintain a follow up system for the Manager.
- Coordinate completion of directorate documents with the Manager.
- Maintain the Manager's diary and coordinate meetings.
- Ensure the department's timesheets and return of absences forms are completed accurately and submitted within timeframes.
- Maintain and order office stationery supplies.
- Maintain relevant statistical information.
- Ensure clerical functions i.e. orders, cheque requisitions, petty cash etc., are coordinated and controlled.

- Attend meetings with Manager and/or senior departmental supervisors and prepare minutes.
- Liaison and coordination with external stakeholders on behalf of Manager.
- Entry of data into Council's Corporate Business System.
- Undertake administrative tasks related to referrals to external authorities and panels as required by the Manager.
- Examine daily departmental correspondence, referring any correspondence or files to the appropriate person.
- When able, assist support staff with general administrative duties.
- Ensure that the skills to operate the computer are maintained to a level compatible with the updating of equipment and procedures.
- Maintain and project a courteous and professional image at all times.
- Undertake any other task appropriate to the position and within the skills and competency of the incumbent as directed by the Manager.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## 6 Performance criteria

As per Council's performance management system.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business and operational objectives. They are responsible for enabling the success of their teams, and for ensuring they can achieve all performance metrics whilst keeping each individual accountable.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

### Acknowledgement and agreement

<b>Employee</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>
<b>Supervisor</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>