

Position Description

POSITION	Administration Officer	
REPORTS TO	Administration Supervisor	
DIRECTORATE	Sustainable Environment and Economy	
BRANCH	Public & Environmental Services	
CLASSIFICATION	Grade 5	
STAFF	Nil	
CONTACTS	Internal General Management and staff at all levels	External Customers Consultants Contractors Government Departments

Position Objective

To provide efficient and effective administration services as part of the Public & Environmental Services team, and that those dealing with the directorate are treated professionally and courteously.

Organisation Values

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



WE LEAD WITH ENTHUSIASM
AND PURPOSE



WE ARE OPEN, HONEST AND
RESPECTFUL



WE FOSTER WELLBEING
AND CREATIVITY



WE ACHIEVE OUR GOALS AND
SUCCEED TOGETHER

Key Responsibilities

Organisational Relationships

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

Operations Management

- Provide administrative support to the required team and technical officers.
- Monitor incoming calls for the Sustainable Development team; redirect calls, accurately recording information and respond to enquiries.
- Arrange appointments, book inspections, accept invitations and make telephone calls on behalf of technical officers.
- Provide high quality information to customers and internal staff as required by policies and procedures.
- Participate in and develop a teamwork approach to the provision of effective services for the Unit and Council.
- Produce high quality documentation (letters, memos, reports, templates, certificates, notices) for the Team.
- Maintain Council and Government Registers
- In addition to the duties set out above, perform such other duties as may from time to time be assigned.
- Provide administrative support to a variety of teams throughout Council as required through Council's operational needs.

Financial Management

- Ensure compliance with delegations of the position is maintained
- Ensure that activities operate within budgetary constraints.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.

Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices.
- Report all risks, hazards, incidents and injuries immediately to supervisor.

Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

Qualifications

- Certificate of Attainment in Business Administration or equivalent or equivalent demonstrated experience.

Experience

- • Demonstrated successful performance in an administrative role.

Knowledge

- • Working knowledge of local government functions.

Competencies

Demonstrated ability to:

- Co-ordinate and implement a range of office procedures and systems within the section.
- Provide excellent customer service and deliver quality service outcomes.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.
- Effectively use information technology.

Selection Criteria

Essential Criteria

- Certificate of Attainment in Business Administration or equivalent, or equivalent demonstrated experience.
- Possession of keyboard skills with a minimum typing speed of 40 wpm with 95% accuracy.
- Demonstrated well-developed organisation skills and ability to plan and prioritise multiple projects while consistently meeting agreed timeframes.
- Demonstrated well-developed interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes as part of a multi-disciplinary team.
- Demonstrated commitment to Work Health Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Demonstrated computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook, Publisher and PowerPoint) as well as document management software, database and GIS Mapping programs.
- Current Drivers Licence.

Preferred Criteria

- Knowledge of local government functions and associated administration processes.
- Commitment to and understanding of process improvement and sustainability principles.

PRESENT OCCUPANT:

SIGNATURE:

SUPERVISOR:

Administration Supervisor

SIGNATURE:

People and Culture use:

National Criminal History Check ☐

Working with Children Clearance ☐

Functional Health Assessment ☐

Immunisations ☐