

Position Description: **Engineering & Building Administration Officer**

POSITION DETAILS

Position grade	Grade 9		
Position type	Permanent, full-time		
Reports to	Manager Engineering and Building		
Department	Environment and Planning – Engineering and Building		
Job function group	Corporate Support		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

In contributing to the overarching vision, the Engineering and Building Administration Officer provides administrative support to the Manager Engineering and Building and staff within the unit. Duties include provision of high level customer service to the unit, customers and general administrative duties.

QUALIFICATIONS AND EXPERIENCE

Essential

- Office Administration Certificate III Level or equivalent qualification
- Minimum five years administrative experience
- Time and office management skills, including the ability to maintain confidentiality and use discretion
- Proven ability to be meticulous and pay attention to detail in relation to database entry, record keeping and ability to meet deadlines on a daily basis
- Ability to resolve issues with customers both internal and external in an amicable fashion
- Demonstrated ability to work with minimal supervision, manage time effectively, plan and organise workloads and set priorities
- Ability to work in a team environment

- Excellent interpersonal, customer service and communication skills
- Experience in office management and administration

Desirable

- Demonstrated knowledge of the Local Government environment.
- Sound knowledge of Microsoft Office packages and local government data management systems, such as TechOne and InfoCouncil.
- Experience in dealing with confidential matters
- Class C drivers licence

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification

DUTIES AND RESPONSIBILITIES

Key duties

- Provide direct administrative support to the Manager Engineering and Building and teams within the unit, including vetting calls, relaying messages, arranging meetings, sourcing information and liaising with contacts.
- Promote and implement best practice methods regarding current processes
- Processing of invoices, generating purchase orders and coordinating with suppliers relevant
- Organise any Engineering and Building inspections in a timely manner
- Providing front line advice to all contacts on areas of responsibility for the Engineering and Building unit
- Effectively and efficiently deal with customer and Council enquiries both in person, by telephone or email
- Assist the Manager Engineering and Building in collating information to provide to Council and Councillors
- Provide general administrative support to the Engineering and Building business unit
- Prepare correspondence as required
- Management of the filing and retrieval of documents, both manual and electronic
- Effective management and recording of documents in TechOne
- Prepare and review reports for Council Committee meetings, including Traffic Committee and Floodplain Management Committee
- Prepare agendas and documents for Council Meetings
- Record minutes of meetings as required
- Utilise and have extensive knowledge of Microsoft Office
- Use discretion and honour confidentiality with personal and /or sensitive information at all times
- Arrange meetings for the Manager Engineering and Building and staff as required.

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)



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- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.



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Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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