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| <b>POSITION TITLE:</b>       | Administration Assistant Commercial & Corporate Services   |
| <b>POSITION NUMBER:</b>      | 10665  |
| <b>AWARD:</b>                | Queensland Local Government Industry (Stream A) Award – State 2017   |
| <b>AWARD CLASSIFICATION:</b> | Banded 2<br><i>Provisions of this appointment pay level and progression to be in accordance with the applicable award.</i> |
| <b>REPORTS TO:</b>           | Executive Assistant Commercial & Corporate Services  |
| <b>DEPARTMENT:</b>           | Commercial & Corporate Services  |

## ABOUT US

### Our vision

A progressive region creating opportunities for all.

### Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

### Our values

- Respect and integrity
- Accountability and transparency
- Providing value
- Commitment and teamwork

## OBJECTIVE OF THIS ROLE

The primary objective of the Administration Assistant is to provide administrative support to the General Manager Commercial & Corporate Services, Commercial & Corporate Services Management Team and Executive Assistant, ensuring documentation is accurate and compliant, and enquiries and requests from the Mayor, Councillors, Executive Leadership Team, the organisation and the community are handled in an efficient and professional manner.

## KEY RESPONSIBILITIES IN THIS ROLE

1. **Administration.** Provide comprehensive, accurate and timely administrative support, ensuring confidentiality is maintained. Contributing to the research and compilation of

documents, reports and submissions for commercial and corporate services team, working off site at Saleyards and Airport as required.

2. **Scheduling and meeting preparation.** Assist in diary management, meeting preparation, arranging travel, accommodation and attendance at events as per the relevant policies.
3. **Finance Assistance.** Support end to end financial services for the department e.g.: raising purchase orders, requisitions, credit card reconciliation etc.
4. **Enquiry Management.** Liaise with internal and external customers, ensuring queries are escalated appropriately, resolved in a timely manner and customer expectations are managed.
5. **Data Integrity.** Ensure records are accurate and filed appropriately.
6. **Confidentiality.** Demonstrate diplomacy and discretion ensuring the highest level of confidentiality is maintained.
7. **Safety and training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting manager.

#### ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

##### Mandatory:

- Experience in administration or a similar role
- Proficiency in the Microsoft Office Suite (in particular; Outlook, Word and Excel).
- Demonstrated proficiency in oral and written communication and interpersonal skills.
- Ability to manage multiple tasks effectively with a high degree of flexibility within a changing workplace environment.
- Demonstrated ability to maintain a high level of confidentiality
- Demonstrated understanding of accounts payable functions and processes including raising purchase orders, receipting goods and credit card reconciliation

##### Desirable:

- Experience in data integrity and records management.
- Experience in Local Government administrative systems and processes
- Experience using Technology One oneCouncil system

#### QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

##### Mandatory:

- Minimum of Queensland C class provisional drivers licence.

##### Desirable:

- Tertiary qualification in an associated discipline

## WORK ENVIRONMENT, PHYSICAL AND PSYCHOSOCIAL DEMANDS

1. This position requires the employee to primarily work indoors and carry out activities which may include constant hand functions, constant seated postures, occasional forward reaching, occasional standing, frequent neutral neck postures, occasional walking, frequent dynamic neck movement, lifting up to 10kg, carrying up to 10kg.

## CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to Council's Vision, Mission and Values.
2. Compliance with Council's Code of Conduct.
3. Adherence to all relevant Council policies and procedures, Certified Agreement, your contract of employment and relevant legislation, including the Local Government Act 2009 and Work Health and Safety Act 2011.
4. Compliance with all relevant and necessary pre-employment checks required for this role.
5. Commitment to Council's Corporate Plan.
6. Commitment to Equal Employment Opportunity, Diversity and Merit principles.
7. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
8. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
9. Commitment to Change Management
10. Commitment and adherence to Central Highlands Regional Council's Customer Service Charter.

## ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to position on a temporary basis, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to Work in Australia
- Reference checks

## CORE COMPETENCIES WE NEED FROM YOU

| Competency         | Definition  | Level |
|--------------------|---|-------|
| Delivering Results | Having the ability to set objectives for yourself and others, taking a forward-looking perspective, and delivering successful outcomes within agreed parameters.  | 1     |
| Communication      | Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external. | 1     |

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| Initiative and innovation | Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.                            | 1 |
| Flexibility               | Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change. | 1 |
| Teamwork                  | Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the CHRC team.  | 1 |
| Commitment to Council     | Being willing and able to align your own behaviours with the objectives, goals and values of CHRC; acting as a role model and promoting the values to others.  | 1 |
| Customer service          | Aligning your behaviour with the CHRC Customer Service Charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can-do approach.                             | 1 |
| Workplace Health & Safety | Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with CHRC policy and procedure.  | 1 |

**A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Recruitment' – 'How to Apply'.**

## GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any competency, licence or qualification, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said competency/licence/qualification.

**Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.**

**Name**

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**Signature**

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**Date**

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