

Position Description

Position Title:	Senior Administration Officer
Directorate:	Strategy and Engagement
Business Unit:	Major Events and Corporate Affairs
Salary Point:	SP10
Position Reports To:	Manager, Major Events & Corporate Affairs
Staff Management:	Nil
Budget Responsibility:	Nil
Date PD Reviewed:	July 2019

Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the Strategy & Engagement Directorate is to:

- Engage the community in the development and delivery of actions aligned with CN's Community Strategic Plan - *Newcastle 2030*.
- Coordinate Newcastle's approach to economic growth within the region including promotion of the city's major events.
- Ensure clear, transparent and responsive communications between Council, CN employees, and all external stakeholders, in particular the Newcastle Community.
- Provide effective IT Systems & Strategies to ensure the efficient flow of information between CN Service Units whilst also ensuring CN is leveraging the benefits of technology in its service provision.

The Service Elements that form the Strategy & Engagement Directorate are:

- Information Technology
- Major Events & Corporate Affairs
- Corporate & Community Planning

Workplace Health & Safety

WHS RAA Level	6
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

Position Responsibilities

The Senior Administration Officer supports the Manager, Major Events and Corporate Affairs (MECA), managing a diverse and high-level range of administration duties utilising initiative, organisation knowledge and knowledge of CN policy and procedures to ensure the efficient day to day running of the MECA Service Unit. The position acts as an interface between the Manager, staff and external parties delivering superior customer service and management of issues. The Senior Administration Officer will be required to work independently on projects and must be able to work under pressure at times to manage a wide variety of activities and confidential matters with discretion.

Within the area of responsibility, this role is required to:

- Provide high quality administrative support to the Manager, leadership team and wider staff of the MECA Service Unit by handling administrative functions, liaising with internal departments/staff, vendors, suppliers and other organisations to assist in the provision of accurate and timely services and information ensuring the achievement of organisational objectives.
- Provide advice and recommendation to the MECA Manager on day to day operations to inform decision making.
- Plan and integrate business activities through managing the MECA Manager's diary and email to ensure the efficient day to day running of the office.
- Ensure the smooth running of the MECA Service Unit through timely and accurate administrative functions including developing and maintaining a solid understanding and consistent implementation of CN's policies and procedures and overseeing and maintaining records and reporting requirements.
- Provide high level professional and effective customer service on behalf of CN with both internal and external stakeholders on behalf of the Service Unit.
- Prepare and collate correspondence and reports for MECA that include recommendations to a high standard and monitor all correspondence to ensure accuracy and compliance.
- Provide key user support and expert knowledge in the storing and retrieval of administrative information on corporate information systems (ie OneCouncil, One Place ECM, Minutes Manager, Project Tracking and Microsoft Office) and maintain relevant pages on One Place with input from subject matter experts.
- Responsible for requisitions to raise orders for contracts, goods, accounts receivable and payable.
- Coordinate with Manager, MECA Service Unit and Group for the investigation and preparation of responses to Councillor requests, CN reports, MP requests, organisational requests for reports and information, or administrative matters within tight timeframes.
- Coordination of Learning & Development applications including registration, accommodation and travel bookings.
- Creating reports and financial enquiries on the MECA Service Unit's Operational Budget and other financial matters for the MECA Manager.
- Provide guidance, mentoring and training to other administrative staff within the MECA Service Unit.
- Responsible for budgets and procurement of stationery orders on behalf of the MECA Service Unit.

- Organise participants and prepare agendas and briefing notes for regular meetings and to provide accurate and concise minutes of meetings involving complex issues and participation by technical experts and/or applicants.
- Management of workflow processes on behalf of the MECA Service Unit.
- Ensure the timely collation of timesheets and attendance sheets for the MECA Service Unit.
- Any other accountabilities or duties as directed by Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

- Relevant business qualifications, and/or an equivalent level of professional competence and experience in office management, business administration or related discipline.
- Demonstrated ability and experience in the provision of high quality administrative and office management skills in a dynamic and diverse work environment.
- Experience and demonstrated competence in self-managing a high workload involving competing workplace priorities whilst maintaining a strong customer service focus.
- Highly developed communication skills to effectively write and compile complex correspondence and reports including minute taking, while ensuring accuracy and compliance.
- Proven ability to exercise initiative and judgement, to work unsupervised and to maintain confidentiality.
- Well-developed oral and written communication skills, including the ability to organise meetings, prepare agendas and take minutes as required.
- Advanced proficiency of Microsoft Office Suite and corporate information systems including OneCouncil, ECM, Minutes Manager, Exponare, Project Tracking and Kentico and, CN's internet and intranet publishing system.
- Skills and knowledge with the creation and formatting of long documents including policies, manuals and master plans.
- Demonstrated ability in business process improvements including technological development, changes in work procedures and organisation change.
- Demonstrated experience in managing the coordination of Service Unit operational needs ensuring team effectiveness, process improvement and the delivery of organisation objectives.
- Effective team player with a capacity to be flexible and motivated participating in an inclusive team.
- Be willing and able to work in a dynamic and fluid environment with the flexibility to work outside regular business hours during the evening and on weekends.

Desirable

- Demonstrated ability, experience and success in the design, implementation and maintenance of computerised office/management information systems and processes.
- Ability to understand and implement CN policies, procedures and systems relevant to the position.
- Experience in the use of financial systems and reports used in CN's corporate environment.
- Willingness to undertake further studies or courses for future development.
- Current C Class drivers' licence.