

Position Description

Administration Officer

Name of appointed officer: Vacant

Date of appointment:

Date of last review of position description: September 2017

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 2 Level 1
Position limit within salary system: (20 Grade structure)	Grade 5 – Entry to step 4
Status of position:	Permanent
Hours of work per fortnight:	As appropriate to the position

Organisational relationships

Directorate:	Environment, Planning and Community
Section:	Care & Support Services
Team:	Administration
Work base:	Grafton or Maclean (as appropriate to the position)
Position responsible to:	Senior Administration Officer
Level of support and supervision:	Medium
Level of personal management	High
Level of teamwork required:	High
Supervision of staff:	Nil
Internal contacts:	All staff within Council
External contacts:	High level contact with the public

Vision, mission and values

Our vision:	To make the Clarence Valley a community full of opportunity
Our mission:	To plan and deliver services valued by the community
Our values:	the acronym ' STRIVE ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



Our Values and Behaviours

Safe	
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.	
Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate
Teamwork	
We will work together as one council towards shared goals and for the greater good of the community.	
Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"
Respect	
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.	
Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip
Integrity	
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.	
Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others
Value	
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	
Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment
Engagement	
We will engage with our staff and community to inform our decision making, and create awareness of our activities.	
Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

Physical requirements of the position

Frequent use of computer keyboard

Prolonged periods of sitting

Purpose of the position

To undertake administrative duties and provide a high level of customer service to support a multi-disciplinary community service.

Assist the Senior Administration Officer with the day to day operations of the Section.

Provide an effective link between Manager, Coordinators, service users and Care and Support Services staff.

Major duties and responsibilities

Undertake administrative duties to support the efficient operation of the Care and Support Services Section.

Undertake reception duties as part of a team.

Liaise with clients, service providers and contractors and respond to enquiries about Care and Support Services programs.

Assist in the development and/or enhancement of administrative and financial systems.

Assist the Senior Administration Officer with preparation and maintenance of records and other forms of documentation relevant to Care and Support Services.

Maintain and develop an accurate service database and client mailing list, and maintain and compile statistical information as required.

Assist in the preparation of reports as requested by the Manager, Senior Programs Coordinators and Senior Administration Officer.

Undertake financial and/or rostering duties to support the efficient operation of the section.

Provide relief for Administration Officers at other Care and Support Services locations within the Council area, when required.

Contribute to quality improvement activities

Undertake necessary personal and professional development in line with the present and future needs of the position and work within agreed individual work objectives, and training plans.

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

TAFE qualifications in an Administrative or Financial field; or equivalent relevant industry experience

Licences/tickets, clearances, membership

Current Drivers Licence

Criminal history that does not adversely affect ability to perform the inherent requirements of the position

Experience

Demonstrated experience in an office administration, rostering and/or a financial support role

Position related skills

Sound computer literacy in email and Internet programs, intermediate proficiency in Microsoft Excel and Word, and the aptitude to learn new programs

Demonstrated accurate data entry/typing skills

Demonstrated well developed oral, written and interpersonal communication skills, with the ability to liaise, develop rapport and resolve conflict effectively with a diverse range of people

Demonstrated ability to effectively organise, prioritise and complete tasks, and apply attention to detail

Work qualities

Ability to maintain confidentiality in the workplace and to work in an open and transparent manner

Behaviour that positively demonstrates commitment to Council's STRIVE values

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Education and knowledge

Demonstrated knowledge of the community care sector

Position related skills

Advanced proficiency in Microsoft Excel and Word

Personal qualities

A demonstrated commitment to and knowledge of Equal Employment Opportunity and cultural diversity principles

Other features of this position may include

Contact with challenging customers

Provide relief within Care and Support Services, which may include working from other locations within the Council area

Any change in the incumbent's criminal history must be reported to the Manager Care & Support Services or Manager Human Resources immediately, to meet legislative requirements

Generic performance requirements

Ethics/probity – act in accordance with the Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I,
have been advised of the requirements, terms and conditions of appointment to this position based on this Position Description.

Signed: Date
Employee