

GILGANDRA SHIRE COUNCIL
POSITION DESCRIPTION

PART 1: POSITION DETAILS

Position Title:	Administration Assistant - Casual
Grade:	9
Occupant:	Vacant
Department:	Corporate Services
Reports to:	Director Corporate Services
Direct Subordinates:	Nil
Number of Subordinates:	Nil
Operating Budget:	N/A
Revenue:	N/A
Created:	
Reviewed:	1 March 2019

PART 2: POSITION PURPOSE

To provide support in ensuring administrative functions of Council, appropriate to the position, are completed in an efficient manner within time constraints and in accordance with legislative requirements.

PART 3: POSITION ACCOUNTABILITIES (KEY RESULT AREAS – KRAs)

- Provide administrative support across all divisions of Council
- Maintain and update Council databases
- Conduct clerical duties, including filing, answering phone calls, responding to emails and preparing documents
- Customer service
- Schedule meetings and travel arrangements
- Perform accounting tasks eg. Purchase orders

This is a general position description only and the employee may be required to perform any other duties as directed by the GM and/or their nominee within skills possessed.

PART 4: WH&S REQUIREMENTS

Employees: As individuals, employees will:

- Take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work;
- Comply with the safety procedures and directions imposed in the interest of health and safety;
- Not wilfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees; and
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives or supervisor.

Supervisors: Supervisors are responsible for the day to day supervision of employees. In particular, supervisors will:

- Ensure that all activities are performed in accordance with Gilgandra Shire Council Work health and Safety rehabilitation procedures, legislation or good practice;
- Review all tasks to assist in improving safety;
- Promote and communicate Work Health and Safety and rehabilitation with employees, contractors, service users, customers, and members of the public.

PART 5: SELECTION CRITERIA

Essential

- Current Class C Drivers Licence
- Certificate III in Business Administration (or equivalent)
- Experience with office management software like MS Office (Excel and Word)
- One year work related experience
- Strong organisational skills with a problem-solving attitude
- Attention to detail
- Outstanding communication and interpersonal abilities
- Ability to multitask and prioritise projects with minimal supervision
- Demonstrated understanding and commitment to WH&S

Desirable

- Certificate IV in Business Administration (or equivalent)
- Demonstrated ability to accurately record meeting minutes
- Experience with cash handling
- Experience with records management
- Familiarity with office management procedures and basic accounting principles

PART 6: MISCELLANEOUS (TERMS & CONDITIONS)

- **Working hours:** Casual
- **Delegations:** as per policy
- **Special conditions:** NIL
- **Additional duties / Relief duties:** NIL

PART 7: ASSOCIATED DOCUMENTS

SKILL DESCRIPTORS

Authority and Accountability

- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor.
- Decisions made by the job holder affect own work only.
- The work of the job holder influences the external environment by meeting basic standards of service.
- The jobholder is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer.
- The job holder has little or no responsibility for budget development.
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Judgement and Problem Solving

- Problems are solved by applying standards, established practises and procedures, or operating instructions.
- The jobholder is required to make judgements and interpretations based on analysis of information and straightforward situations and is responsible for improving and developing methods and techniques.
- Little planning is required since activities are self regulating or monitored by others.
- Broadly understand the section's goals and how the job role contributes to them. Be familiar with Council structure, products and customers. Understand the overall

organisation's vision and direction.

Management Skills

- Responsible for own work and not normally required to direct or supervise other personnel.
- The person offers recommendations regarding:
 - Coaching

Interpersonal Skills

- This job requires written communication skills which enable the job holder to write standard reports following prescribed formats.
- The jobholder is required to provide information to customers and assist with routine service problems and should recognise when a problem is 'too delicate' or 'volatile' to be handled by self and refer to others.
- Required to provide service to internal customers as a regular part of the job. Service includes answering queries, providing documentation, sourcing advice and referring queries to appropriate personnel.
- Responsible for frequent coordination of and communication with other workers to gain cooperation for work production or service quality.
- This job requires communication skills which enable the job holder to perform the following activities:
 - Provide information and explain situations
 - Participate in meetings/group discussions
 - Advise, recommend or counsel
 - Train one-to-one
- The job holder is required to interact with the following groups or individuals within the council on a regular basis and for the purpose shown below:

Provide and obtain information:

- Council Meeting
- Councillors
- Committee Meetings of Council
- General Manager
- Department/Division Heads
- Other Council Employees (not including direct reports)

Advise or recommend:

- Section Managers/Team Leaders

- The job holder is required to interact with the following groups or individuals outside the council and for the purpose listed below:

Provide and obtain information:

- Members of the public/residents/ratepayers
- Commercial/industrial/development representatives (eg vendors, builders, clients)
- Community organisations - service clubs etc
- Professional/industry associations including unions
- Consultants, solicitors and other professionals
- Employees of other councils
- Local Business

Qualifications and Experience

- Basic working knowledge of several functions plus specialisation in one function. Jobs requiring general schooling in a wide range of subjects, with specialist training

to TAFE Certificate Level 3 or equivalent (4 years part time).

- It would be expected that the person would have two, but less than four year's experience.
- In addition to the qualifications and experience, the job holder must possess the following licences or certificates:
 - Driving Licence Class C (Car)

Specialist Knowledge and Skills

- The operational knowledge needed by the jobholder includes knowledge of the structure and functions of several departments.
- In addition, the job holder requires the following level of technical skills.

Comprehensive Knowledge areas:

- Word Processing/Typing

Solid Working Knowledge areas:

- Filing
- Data Entry
- Mail Distribution Systems
- PC Applications Software (eg Word, Dabs, desktop publishing)
- Operate Office Machinery (photocopier, facsimile, microfiche reader, plan printer)
- Switchboard Operation
- Secretarial/Administrative (eg travel arrangements, scheduling conferences, maintaining meeting minutes)
- Document Publishing
- Composition (layout and design)
- Meeting Procedures
- Function Planning
- Cemetery Management & Control
- Tendering Procedures
- Cash Handling
- Reconciliations

Basic Working Knowledge areas:

- Record Keeping (eg timekeeping, expenditure logs etc)
- Scanning Machinery
- Community Facilities/Centre Management
- Special Event Operations
- Tender Evaluations
- Purchasing and Procurement
- Stores Stock Control
- Occupational Health and Safety Program
- Administrative Legislation
- Local Government Legislation

COMPETENCY STEPS

Observation: **OB**
 Demonstration: **DM**
 Work Sample: **WS**
 Training Records: **TR**
 Questing/Discussion: **QD**

ENTRY

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Class C Driver's licence	Hold current licence		
Well developed oral and written communication skills	Demonstrated ability		
TAFE Certificate III	Attainment or equivalent		
One year job related experience	Supporting documentation		
Present a positive image of Council to the public	Standards of personal presentation are in accordance with Council policy and guidelines.		
Make telephone calls	Telephone numbers are correctly obtained, contact established and identity given.		
Operate telephone system	Telephone equipment and systems are understood and operated effectively to receive, make, hold and transfer calls.		
Respond to incoming telephone calls	Calls are answered promptly and clearly using designated business protocol procedures and caller needs are clarified		
Receive customers and establish needs	Customers are greeted promptly and courteously.		
	Courtesy, consideration and sensitivity are exercised at all times with the public and internal customers.		
Provide responsive and quality service in response to queries	Caller enquiries are addressed promptly, efficiently and effectively to maximise customer satisfaction and minimise delays or the unnecessary transferring of customers.		

STEP 1

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Present a positive image of Council to the public	Information provided to the public is accurate and timely		
	More detailed requests for information are referred to the appropriate person/s.		
	Complaints or disputes are identified and referred to the appropriate person/s.		
Make telephone calls	Establish clearly the purpose of the call prior to calling.		
	Purpose of outgoing calls is clearly conveyed		
Respond to incoming telephone calls	Callers are correctly identified and their requirements accurately established.		
	Callers' enquiries are answered or transferred to the appropriate location/person.		
Telephone manner	Be polite and courteous at all times.		
Receive customers and establish needs	Customer needs and expectations are clarified and agreed with the customer using effective open communication style		
	Council's policy and procedures relating to confidentiality are adhered to.		
Prepare standard correspondence	Routine correspondence is drafted and presented for approval and signature within designated timelines.		
	Spelling, punctuation and grammar are correct.		

Distribute document	The document is distributed according to identified requirements		
Order goods and services using Council's computer system	Correct procedure followed and allocation made		
Work with others in the organisation	Responsibilities and duties are undertaken in a positive manner to promote cooperation and good relationships.		
	Information relevant to the work is shared with colleagues/co-workers.		
	Cooperation and communication is promoted in the workplace to achieve required output and work standard.		
Identify task requirements of personal work activities	Procedural instructions are obtained, interpreted and, where necessary, clarified.		
	Task requirements such as completion time and quality measures are identified and applied to the development of a personal work plan.		
Decide appropriate action and respond accordingly	Knowledge of Council/departments and other organisations is applied to response		
	In the event of a complaint, corrective action is taken when possible		
Accept responsibility for and manage own work	Work area is well organised and safe in accordance with relevant standards/policies.		
Operate office equipment: phone, fax, photocopier, printers, two way radio	Demonstrated ability to operate and overcome basic problems eg paper jam in copier		
Organise and schedule meetings and appointments	Meetings arranged as requested		
Make travel arrangements	Travel/accommodation is booked where required with special requirements noted and acted upon		
	All essential paperwork is completed		
	Participants are advised accordingly		
Basic knowledge of records management	Demonstrated ability		
Classify and allocate correspondence – mail incoming	Correct allocations made		
Update spreadsheets/ databases	Accurate records maintained		
Provide assistance with other administration functions/ Projects	Demonstrated ability		
Maintain registers, eg Development Applications, Cemetery Registers	Accurate records maintained		
	No unreasonable delays with maintenance of registers		
Follow workplace procedures for hazard identification and risk control	Hazards in the work area are recognised and reported to designated personnel according to workplace procedures		
	Workplace procedures and work instructions for controlling risks are followed accurately.		
Basic knowledge of local government procedures	Demonstrated knowledge		

STEP 2

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Contribute to participative arrangements for the management of WHS	WHS issues raised with designated personnel in accordance with workplace procedures and relevant WHS legislation.		
Respond to incoming telephone calls	Callers are given only disclosable information		
Deal with difficult customers	A calm conciliatory approach is maintained		
	Assistance is sought where necessary		
Process Building and ABS returns	Accurate and timely lodgement of returns	✓	
Knowledge of Council's fees and charges	Correct information supplied		
Work with others in the organisation	Commitments to undertake work or assist colleagues/co-workers are fulfilled.		
	Communication with others is conducted in a clear, concise and comprehensive manner.		
	Communication with staff at all levels is appropriate to the workplace standards and promotes cooperation.		
	Problems and conflict are recognised and resolved and/or referred to appropriate person/s.		
Decide appropriate action and respond accordingly	Referrals made to other people/departments are appropriate and conducted in such a way as to minimise inconvenience to the customer.		
Build and maintain networks	Formal and informal networks are established and utilised as communication channels in accordance with Council's plans and policies.		
Accept responsibility for and manage own work	Work load assessed and prioritised within allocated timeframes.		
	Need for additional support to improve performance is communicated clearly to the appropriate person.		
Undertake to learn from workplace experience	Support is sought promptly when difficulties arise		
Identify learning targets	Strengths and weaknesses are identified against competency requirements of current and/or future positions		
Provide responsive and quality service in response to queries	Information or service that could not be delivered at the time of the call is actioned for fulfilment within the timeframes, business rules and practices.		
Participate in workplace discussions	Responses to workplace issues are provided when sought.		
	Constructive contributions are made to workplace discussions on such issues as production, quality and safety.		
	Issues and problems are identified as they arise		
	Dialogue is initiated with appropriate personnel		
Ensure meeting room, catering and other requirements are met	Attendance numbers for the meeting are confirmed and venue booked		
	Appropriate catering arrangements are made		

	Any problems with meeting arrangements are promptly reported to those affected		
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STEP 3

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Research and prepare 10.7 Certificates, 735A & 121ZP certificates	Correct completion of certificates		
Research documentation and information - general	Accurate, correct and timely research completed and reported		
Design/create spreadsheets/databases	Satisfactory spreadsheets/databases created		
Deal with non-routine complaints from the public	Customer complaints and expectations are clarified and either referred to appropriate personnel or satisfactory arrangements/outcomes sought.		
Organise funerals	All necessary tasks are undertaken to ensure smooth organisation of funeral arrangements		
Maintain cemetery records	Records are updated accurately and timely		
Maintain inventory for Shire Hall items	Stocks maintained at appropriate level to cater for 250 persons		
Prepare draft correspondence/reports	Text is composed using clear and concise language. Format and length of document is consistent with purpose.		
	Document is produced in draft for comment by relevant people within designated timelines		
	Comments are integrated into the document		
Provide administrative support for meetings	Minutes are recorded in accordance with adopted procedures		
Process meeting outcomes	Minutes are processed accurately and distributed promptly/within designated timelines		
Build and maintain networks	Relationships are developed with stakeholders and used in a way which provides identifiable benefits to the Council and the community from shared expertise and resources.		
Contribute to effective work group activities	Practical suggestions and contributions are made to the team to assist in resolving work related problems or contingencies.		
Contribute to a productive work environment	Initiative and proactive thinking are demonstrated to solve problems and generate improved work practices and productivity.		
	Training and advancement of skills and knowledge are undertaken as necessary in order to improve contribution to the work environment.		
Participate in workplace change processes	Implications of change for the workplace and own job are identified		
Sound knowledge of local government procedures	Demonstrated knowledge		

STEP 4

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Communicate information verbally	Where verbal communication has been received inaccurately, it is repeated and/or clarified with further detail as required.		
Communicate information about	Listening is undertaken without		

workplace processes	interrupting the speaker		
	Questions are used to gain extra information		
	Verbal and written reporting is undertaken when required.		
Accept responsibility for and manage own work	Own work is monitored according to requirements for job quality, customer service and resource use.		
	Responsibilities and duties are performed in accordance with Council policies and procedures.		
Participate in workplace change processes	Suggestions for improving the work are contributed in a constructive way.		
Provide administrative support for meetings	Clarification of information to be recorded is sought from the chair where appropriate		
Process meeting outcomes	Necessary administrative duties resulting from meeting are performed.		
Produce original correspondence/reports	Correspondence/report is produced in final form within required timeframes		
	Completed correspondence/report is made available to the nominated person/department within required timeframe		
Plan and implement special promotional events	Special promotions are planned and implemented to coincide with relevant government, community, industry or other events.		
Plan and implement special promotional events	Cooperation and support is gained from industry, government and the community in planning Council's special promotions.		
Liaise and coordinate with other organisations and Councils	Liaison and coordination with other organisations and Councils is undertaken in areas of common interest to optimise resource usage, eliminate duplication of effort and optimize mutual benefits.		
Liaise and coordinate with other organisations and Councils	Feedback from other organisations and Councils is obtained and used as an aid to improving the effectiveness and efficiency of the Council.		
Undertake maintenance of record and administrative systems	Maintenance of record and administrative systems are undertaken in accordance with requirements.		
Sound knowledge of Council's policies	Demonstrated knowledge		
Basic knowledge of Local Government Act and Regulations	Demonstrated knowledge and ability to source correct information		

KEY PRINCIPLES AND VALUES

The following principles and values are considered to be key requirements of our organisation. All Councillors and Staff are expected to demonstrate these values and principles in their dealings with each other and with the community.

Integrity

We must not place ourselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence us in the performance of our duties.

Leadership

We have a duty to promote and support the key principles by leadership and example and to maintain and strengthen the public's trust and confidence in the integrity of Council. This means promoting public duty to others in the Council and outside, by our own ethical behaviour.

Selflessness

We have a duty to make decisions solely in the public interest. We must not act in order to gain financial or other benefits for ourselves, our family, friends or business interests. This means making decisions because they benefit the public, not because they benefit the decision maker.

Objectivity

We must make decisions solely on merit and in accordance with our statutory obligations when carrying out public business. This includes the making of appointments, awarding of contracts or recommending individuals for rewards or benefits. This means fairness to all; impartial assessment; merit selection in recruitment and in purchase and sale of council's resources; considering only relevant matters.

Accountability

We are accountable to the public for our decisions and actions and must consider issues on their merits, taking into account the views of others. This means recording reasons for decisions; submitting to scrutiny; keeping proper records; establishing audit trails.

Openness

We have a duty to be as open as possible about our decisions and actions, giving reasons for decisions and restricting information only when the wider public interest clearly demands. This means recording, giving and revealing reasons for decisions; revealing other avenues available to the client or business; when authorised, offering all information; communicating clearly.

Honesty

We have a duty to act honestly. We must declare any private interests relating to our public duties and take steps to resolve any conflicts arising in such a way that protects the public interest. This means obeying the law; following the letter and spirit of policies and procedures; observing the code of conduct; fully disclosing actual or potential conflict of interests and exercising any conferred power strictly for the purpose for which the power was conferred.

Respect

We must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognising the different roles others play in local government decision making.