

Position Description



Position Title: Administration Officer

Position Number: COUS01

Purpose of Position This position will be responsible for providing administration support to the Civic office.

Grade of Position: **Band 3**
 May be responsible for supervising staff in operational duties or for work requiring the application of trades, administrative or technical skills.

Hours of Work: 35 hours per week

Department: Civic

Section: Civic

Position Reports to: Executive Assistant to the General Manager

Number Supervised: Nil

Approved by: General Manager 16 June 2022

CONTACTS

Key Contacts Within Department

- General Manager
- General Manager's Executive Assistant
- Mayor's Executive Assistant
- Corporate Lawyer's Personal Assistant
- Elected Councillors and Mayor

Key Contacts in Other Departments`

- Directors
- Managers
- Council staff

Key Contacts Outside Council

- Community members
- Community organisations
- Members of the public
- NSROC members
- Other Government authorities

Budget Allocation: N/A

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

Signature:

Date:

GENERIC OUTPUTS OF POSITION

- **Comply with OHS Legislation, Policies and Procedures**
 - Maintain a high standard of housekeeping and a safe work area
 - Identify and report all Hazards for your area
 - Wear required Personal Protective Equipment (PPE)
 - Participate in the development and review of Risk Assessments
 - Adhere to control measures and safe systems of work
 - Report all Incidents and Near Misses
 - Meet reporting timeframes
 - Comply with the Return to Work Program

 - **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
 - Act to prevent workplace harassment, discrimination and bullying
 - Report known incidents of workplace harassment, discrimination and bullying

 - **Comply with Council's Code of Conduct and Values**
 - Comply with Council's Statement of Business Ethics
 - Behave ethically and transparently
 - Contribute towards the achievement of Council's strategic plans
 - Lead by example
 - Support sustainable programs and activities
 - Learn and comply with Council's strategies, policies and procedures
 - Act with care for the local environment and community
 - Take responsibility for your actions
 - Care for Council's people, assets and finances
 - Use and maintain Council's corporate systems

 - **Comply with Document Storage Legislation and Procedures**
 - Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures and the State Records Act
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- **Perform as a Team Member**
 - Productively contribute to the outcomes of work teams
 - Work cooperatively with team members and supervisor
 - Maintain an attendance record that contributes positively to team productivity
 - Carry out allocated tasks to standards required
 - Use good judgement and problem solving skills
 - Obey all lawful instructions
 - Attend and positively contribute to team meetings
 - Work cooperatively to achieve Work Plan timeframes and measures
 - Regularly review with supervisor own performance against required outcomes
 - Complete an annual performance assessment and Work Plan

 - **Complete required learning and development programs**
 - Learn and share knowledge
 - Complete induction/re-induction program
 - Complete job-specific training programs
 - Complete relevant legislative-based training
 - Apply learning, knowledge and skills to enhance team performance

 - **Comply with Council's Customer Service Policy and Standards**
 - Be accessible and provide customers with clear and accurate information
 - Deliver timely, punctual and reliable service to customers
 - Communicate with customers in a professional and courteous manner
 - Maintain a good flow of communication with customers
 - Manage customer enquiries, records and complaints
 - Complete all paperwork and on-line recording within required time limits
 - Maintain a high standard of personal grooming and hygiene

 - **Maintain Workplace Security**
 - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash



ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificates

- Qualifications in office administration and / or extensive work- related experience

2. Required Experience

- Demonstrated planning and organisational skills and use of administration systems and processes
- Previous experience in a similar administration role
- Demonstrated experience in acting with discretion and confidentiality
- Demonstrated experience in ability to organise and prioritise work and to meet strict deadlines
- Previous experience in similar role within Local Government environment (desirable)

3. Required Skills

- Minimum typing speed of 60 wpm
- Intermediate to advanced knowledge and use of MS Office
- Working knowledge of Council's Operating Systems including: Electronic Records Management System (Content Manager); Tech One Financials.
- Knowledge of ProMaster Expense Management System and Adobe Acrobat Sign advantageous.
- Ability to work flexibly and collaboratively in a fast-paced team environment
- The ability to work with diplomacy and without supervision
- Excellent communication skills both verbal and written
- Effective conflict resolution skills
- Demonstrated commitment to quality customer service

OPERATIONAL OUTPUTS OF PERSON IN POSITION

- Provide administrative support to the Civic area of Council, namely the offices of the Mayor & Councillors, the General Manager, and as required, the Corporate Lawyer
- Responsible for registering CouncillorRecords emails, and other Councillor correspondence into Council's Management Records System (Content Manager) on a daily basis.
- Prepare / process Purchase Orders and Invoices for the Civic department (Tech One).
- Assist with recording Councillor invoices, costs of training, conference expenditure, mobile phone accounts, functions and stationery, for reporting in the Delivery Program and Operational Plan.
- Assist with the reimbursement of Councillor expenses.
- Assist with setting travel arrangements/conference bookings and accommodation for Mayor/Councillors and General Manager.
- Assume the position of Acting Executive Assistant for the offices of the Mayor & Councillors and the General Manager during periods of absence of incumbents.
- Monitor and order stationery for Civic area.
- Assist with other administrative duties as and when required.