



## POSITION DESCRIPTION

### Our Values:



<b>Position title:</b>	Administration Support Officer
<b>Position code:</b>	1847
<b>Section:</b>	COO - Shared Services, Chief Operating Office
<b>Position reports to:</b>	Business Support Coordinator
<b>Band and level:</b>	Band 1, Level 3
<b>Salary grade:</b>	Grade 5
<b>Staff management:</b>	Nil
<b>Budget responsibility:</b>	Nil

### Primary function of the role:

The Administration Support Officer will provide administrative and support services for the functional units of Council's City Services section in line with corporate policies, procedures, directives and legislative requirements. This role ensures the smooth running of the business area by performing a range of administrative and support functions within a political, complex and multi-faceted organisational environment. This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

### Person Description

The right person for this role will:

- Be self-motivated, proactive, observant and aware.
- Be a team player.
- Be quick to learn new skills.
- Be adaptable, flexible and love working in an agile environment.
- Have excellent time and task management skills.
- Have a real eye for detail and very high standards.
- Have excellent computer skills especially in Microsoft Office.
- Ask for help or let the team know of any issues early and come to the table with solutions.
- Be an advocate for change and always looking for ways they can do their job better.
- Be an excellent communicator who goes out of their way to develop strong internal networks.
- Exceed expectations and deliver on promises.
- Embody Council's values.

## Key responsibilities and performance goals:

	Responsibilities	Accountability
Business / Administration Support	High level business & administrative support to the team to ensure all necessary activities are completed with due diligence	<ul style="list-style-type: none"> <li>• Word processing of letters, memoranda and basic forms.</li> <li>• Processing large mail-outs including coordinating and consolidating information for outgoing correspondence.</li> <li>• Accurate and timely information being captured in letters and corporate systems.</li> <li>• Providing support in the form of scanning and registering documents.</li> <li>• Preparation of posters, copying and binding.</li> <li>• Relieving and assisting other administration positions as required.</li> <li>• Support major projects across the Directorate as required.</li> <li>• Other duties as required and within the employee's range of skills, competence, training and/or experience.</li> </ul>
System Operations		<ul style="list-style-type: none"> <li>• Use and maintain computer applications such as word, spreadsheets, databases.</li> <li>• Identify template, form update requirements and process improvement, in consultation with supervisor.</li> <li>• Administer Council's Authority Registers and record management systems including the application of associated task actions and register updates.</li> <li>• Provide accurate and complete information to customers (internal and external).</li> <li>• Assisting with property data within Council's management systems in response to registration of plan dealings at NSW LRS.</li> </ul>
Governance, Risk and Compliance	Ensure risks are identified and managed	<ul style="list-style-type: none"> <li>• Make safety an integral part of work, it is everyone's responsibility to implement the expected behaviours of our organisation.</li> <li>• Administer payments, creating requisitions of work orders for the Directorate as required.</li> <li>• Comply with Council's Procurement Guidelines and processes.</li> <li>• Ensure integrity of data.</li> <li>• Maintain confidentiality at all times.</li> <li>• Maintain currency of knowledge base of internal procedures/process and external legislation that influences business activities.</li> </ul>
Customer Driven Service Delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> <li>• Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues.</li> <li>• Provide guidance and advice to assist with initial enquires/applications received by the Property Team.</li> </ul>
Best Practice & Benchmarking	Enhance Council's reputation	<ul style="list-style-type: none"> <li>• Accept ownership to accomplish new and different requests.</li> <li>• Explore opportunities to add value to the job.</li> <li>• Assist to identify and implement business improvements.</li> </ul>
People	Promote Team Harmony	<ul style="list-style-type: none"> <li>• Commitment to fostering and participating in a positive team environment.</li> <li>• Be flexible and adaptable to the changing needs of the team.</li> <li>• Participate and contribute.</li> </ul>

		<ul style="list-style-type: none"> <li>• Be available to take on other roles as required (e.g. in leave periods)</li> </ul>
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> <li>• An engaged workforce fostering a culture of safety and behaviour based on safety principles.</li> </ul>

### Entry Level Qualifications:

#### Skills and Experience

##### Qualifications, certificates and licences

- Certificate II in Business Administration
- Suitable experience in an administration support role.
- Current Class C Driver's Licence.

##### Experience, skills and knowledge

- Ability to ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
- Competency in general administrative and clerical tasks such as telephone skills, record keeping and photocopying.
- Client service focus.
- Good interpersonal, teamwork and communication skills.
- Time management skills and attention to detail.
- Organisational abilities in setting priorities, scheduling tasks and meeting deadlines.
- Skills and experience in using information technology; MS Word, Outlook, Excel, Publisher, Access.
- Ability to apply relevant policies and procedures.
- Competent keyboard skills, records maintenance and management.
- Ability to operate and perform basic maintenance of PCs and related software, printers, photocopiers, laminators, and binders.
- Adaptability; ability to respond to change and a problem solving outlook.
- Undertake sustainable work practices that align with Council's commitment to the principles of sustainability.
- Capacity to manage workloads and competing priorities effectively.