



SYSTEMS & ADMINISTRATION - OFFICER

POSITION PROFILE

Division	Shire Infrastructure	Status	Full time, permanent
Unit	Building Operations	Salary Grade	Grade 7
Reports to	Manager, Building Operations	Reviewed	April 2022

STRATEGIC INTENT

Building Operations is accountable for providing efficient and effective maintenance works and services, minor projects and emergency repairs (after-hours) to Council's diverse asset portfolio.

This role supports the delivery of the following key outcomes:

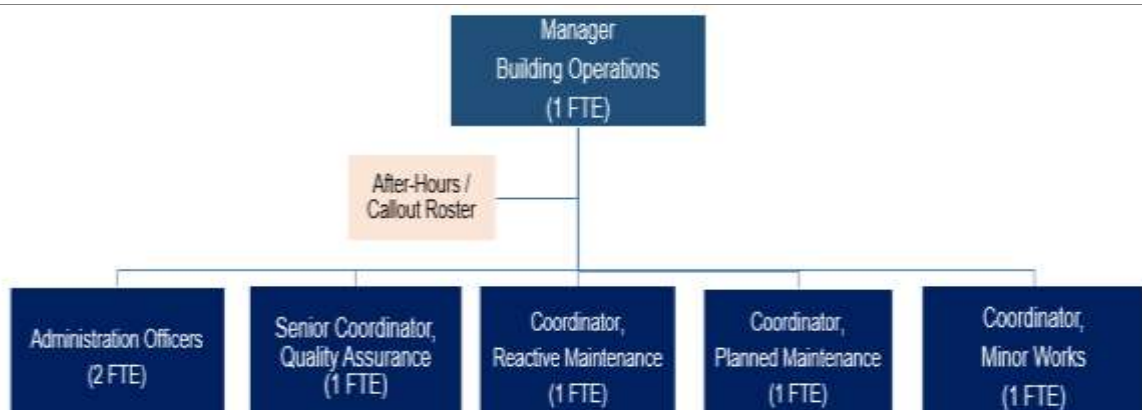
- Delivering buildings, open space and public domain maintenance and minor works to agreed levels for quality, function and safety
- Delivering graffiti removal program in accordance with the Policy and plan
- Maximising the use of recycled water.

POSITION PURPOSE

The Systems & Administration – Officer is responsible for:

- Overseeing, maintaining and providing continuous improvement to the systems that support the unit's primary functions, activities and service outcomes
- Supporting the provision of key administrative activities and tasks across all business functions and streams.

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED		PERFORMANCE STANDARD
Customer Service		
Plan and Prioritise		<ul style="list-style-type: none"> Consider future goals and priorities of the team/unit and organisation when prioritising work.
Provide Efficient Service		<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focussed services Understand customer perspectives and ensure responsiveness to their needs Prioritise and manage competing needs Deal with all administrative tasks, staff and public requests in a timely manner.
Provide Depot Reception		<ul style="list-style-type: none"> Act as the primary point of contact for the Depot, as/when required Undertake all tasks associated with Depot Reception.
Technical:		
Develop Procedures and Programs		<ul style="list-style-type: none"> Assist in developing well written and structured SOPs, work rosters and maintenance schedules.
Undertake Performance Reporting		<ul style="list-style-type: none"> Gathered and compiled information for ongoing performance reporting as/when required.
Technology:		
Maintain Business Systems		<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work, and identify and select the most appropriate technology for assigned tasks Identify ways to leverage the value of existing technology to achieve team/unit outcomes System faults identified and corrected An ability to change processes and applications as/when required Maintenance systems maintained, and updated and upgraded as/when required Graffiti management systems maintained.
Financial:		
Oversee Expenditure		<ul style="list-style-type: none"> Oversee and facilitate all invoicing for payment Control known expenditure via purchase orders Monitor and manage revenue streams, activity costs against budget and trends Seek advice and support where required.
Recoup Revenue		<ul style="list-style-type: none"> Oversee the unit's internal and external revenue streams and co-ordinate income recovery.
Human Resourcing:		
Coordinate Training		<ul style="list-style-type: none"> Staff training coordinated as/when required Training matrix maintained and updated as/when required.
Develop & Maintain Staff Rosters		<ul style="list-style-type: none"> Rosters developed, implemented and maintained.
Safety:		
Assist in Maintaining a Safe Working Environment		<ul style="list-style-type: none"> Act on reported incidents, injuries and illness, hazards and, any unsafe behaviours or conditions Maintain WHS systems and procedures and undertake performance reporting.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	▪ Certificate 3 in Business Administration or similar OR at least 5 year's proven experience in a similar role.
	Desirable	▪ Certificate 4 in Business Administration or similar OR ▪ Diploma in Business Administration or similar.
	Essential	▪ Competent in the use of Excel, Word etc
	Desirable	▪ Competent in the use of maintenance or project management systems, finance systems etc. ▪ Ability to use strong analytical and research skills. ▪ Experience in a Local Government (LG) environment. ▪ An ability to be able to effectively communicate with management and staff to develop and maintain programs, schedules and systems.

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none">▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.▪ Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.▪ Communication skills: able to articulate complex and technical matters in simple terms.▪ People skills: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.▪ Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	<ul style="list-style-type: none">▪ Collaborate – We are a united team. We work together to deliver great outcomes for our community▪ Achieve- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community▪ Respect – We communicate openly, act with integrity and are inclusive▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
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CORPORATE OBLIGATIONS

Employees	No direct reports. Refer to Unit structure.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	<p>This position has been identified as having the responsibility of managing financial transactions for the organization. This includes managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.</p> <p>In undertaking these duties, you are placed in a position of trust and must always abide by Council's Code of Conduct. If fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.</p>
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
Workplace Behaviour & EEO	All activities must comply with Council's Guidelines.
Records Management	Comply with Council's Records and Information Management Policy including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction.
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy.

SPECIFIC CONDITIONS OF EMPLOYMENT

- Core Enterprise Agreement & Local Government State Award
- 35 hours per week, with the opportunity of flexitime
- 4 weeks Annual Leave and some additional Personal Leave
- Be fully vaccinated (COVID-19).

SIGNATURE

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Incumbent (Signature)

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