

## Position Description

### Administrative Officer



<b>Position Title</b>	Administrative Officer	<b>Role ID</b>	CSAOF1
<b>Division</b>	Sustainable Communities and Environment	<b>Unit</b>	Inclusive and Creative Communities
<b>Job Grade</b>	4	<b>Award</b>	35
<b>Reports To</b>	Manager Inclusive & Creative Communities		
<b>Revised/Created</b>	January 2020 – Template updated September 2022 – PHO update September 2023 – PHO Update		

### Primary Objective

- To provide high level administrative, program and project support under the direction of the Manager to enable the effective and efficient operations of the Inclusive and Creative Communities Unit.
- To provide competent interaction and liaison with staff throughout the organisation as well as members of the public, community organisations, businesses and stakeholders to facilitate effective and efficient operations of the Inclusive and Creative Communities Unit.

### Values Statement

#### What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

### Organisational Environment

#### SUSTAINABLE COMMUNITIES AND ENVIRONMENT

The Sustainable Communities and Environment Division is responsible for the Management of Resource Recovery, Sustainability and Environment, Parks and Active Communities, Community Care, Inclusive and Creative Communities, Tweed Holiday Parks and Cultural Facilities throughout the Shire.

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#### Inclusive and Creative Communities

The Inclusive and Creative Communities Unit is one of 5 areas within the Sustainable Communities and Environment Division and is responsible for the delivery of Council's community and culture programs including the Tweed Regional Gallery and Margaret Olley Art Centre, Tweed Regional Museum and Richmond Tweed Regional Library Service. The Unit also manages Council's cemeteries, community halls, community centres and performance spaces, and community development across a range of targeted community sectors.

#### The Position

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The position provides administrative support for the Manager Inclusive and Creative Communities to enable the effective and efficient operations of the Inclusive and Creative Communities Unit, including coordinating Unit meetings, activities and events.

The position requires a strong knowledge of program operations within the Inclusive and Creative Communities Unit, the Sustainable Communities and Environment Division and across Council. This knowledge is called on to provide support to the team regarding Unit projects or programs, grant applications and acquittals, and make day-to-day decisions in relation to a range of administrative and operations matters and non-technical issues.

The position provides Secretariat support to several Advisory and Management Committees including, but not limited to, the Aboriginal Advisory Committee, Equal Access Advisory Committee, Tweed Regional Museum Advisory Community, Tweed Regional Gallery Advisory Committee and Community Halls Management Committee

It is essential that the incumbent possesses high-level administrative skills, communication and liaison skills, good attention to detail, decision making abilities and be able to prioritise and coordinate a number of diverse tasks on tight deadlines.

The position uses Council's Records Management System to comply with organisational requirements for document registration and management, Customer Service Request Maintenance (CSR) (Property and Rating) and must be proficient in all standard Microsoft Office software and a working knowledge of financial software such as Finance One.

The position is required to perform any other duties as directed by your supervisor (within broad scope of job grade, skills and training).

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The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Administrative Support	<ul style="list-style-type: none"><li>• General typing, minute taking and secretarial support including preparation of correspondence, memos, emails, Agendas and Minutes.</li><li>• Filing, photocopying, scanning and binding of business documents associated with the Unit.</li><li>• Delivering and collecting mail, invoices, documentation, stationery for the Unit.</li><li>• Maintain stationery supplies for the Unit.</li><li>• Provide data entry support.</li><li>• Registration, creation, maintenance and distribution of documents as required within Council's record management system.</li><li>• Search for reports and records in Council's Record Management system and Resolve including Council resolutions.</li><li>• Maintain other records, catalogues, journals, guidelines and standards.</li><li>• Create purchase requisitions, process incoming invoices and undertake credit card purchases and reconciliation as approved by the Unit Manager.</li><li>• Arrange meetings and book meeting rooms.</li><li>• Arrange conference, travel and accommodation requirements once approved by the Unit Manager and Director.</li><li>• Diary management for Unit Manager.</li><li>• Reconcile and ensure accuracy of Unit Attendance Records.</li><li>• Administration tasks associated with the purchases, adhering to Council's purchasing and procurement policies and the Local Government Act in relation to the tendering process.</li><li>• Provide secretarial support to Unit projects as directed by Unit Manager.</li><li>• Prioritise requests for administrative assistance to divisional/unit officers, the general public and external agencies.</li><li>• Relieve and assist other administration positions as required</li><li>• All other duties as directed by Manager.</li></ul>

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	<ul style="list-style-type: none"> <li>• Support to Asset Management Officer for Owners Consent for maintenance, extensions, grant funding and modifications to Council owned buildings by community groups.</li> </ul>
<b>2. Secretariat Support</b>	<ul style="list-style-type: none"> <li>• Attend meetings to take minutes,, prepare and distribute minutes, agendas and associated documentation including outstanding matters reports as directed by the Unit Manager. to.</li> <li>• Provide support to Inclusive and Creative Communities officers on preparation of Business paper reports adhering to processes, procedures and predetermined deadlines.</li> <li>• Provide administrative support to the Inclusive and Creative Communities Unit including agendas, minutes, Council Report tracking and special project coordination as directed by the Unit Manager.</li> </ul>
<b>3. Contract Administrative Support and Stakeholder Liaison</b>	<ul style="list-style-type: none"> <li>• Liaise with internal maintenance officers and external stakeholders in relation to routine maintenance calls for assets managed by Inclusive and Creative Communities Unit regarding air conditioning, lighting, keys, security, termites, toilets (plumbers), general building maintenance (carpenters and electricians).</li> <li>• Create CSRs in Council software as required.</li> <li>• Provide backup support for bookings and booking enquiries for Council community facilities managed by the Inclusive and Creative Communities Unit.</li> </ul>
<b>4. Program Support</b>	<ul style="list-style-type: none"> <li>• Provide administrative support for grant applications and acquittals for the Inclusive and Creative Communities Unit.</li> <li>• Assist with the planning and delivery of Unit programs and projects including events, workshops and stands at community events as directed by the Unit Manager.</li> <li>-</li> </ul>
<b>5. Use of Software</b>	<ul style="list-style-type: none"> <li>• Use the following software packages for various administrative tasks: <ul style="list-style-type: none"> <li>○ Microsoft 365 Suite including Word, Excel, Powerpoint Outlook and Teams</li> <li>○ CiAnywhere ECM – Council's Records Management System.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ TechnologyOne Financials – Financial Management System and Objective Trapeze – Payment of invoices</li> <li>○ TechnologyOne Property &amp; Rating – Land Information Management, Property and Development Applications, Rating System and Customer Service Requests Maintenance (CSRs).</li> <li>○ Resolve – Council's Business Paper system for Council and ELT reports</li> <li>○ Weave – geographical information system. Bookable – community facilities booking portal</li> <li>○ Rukus – community facilities internet management</li> </ul>
6. Communication	<ul style="list-style-type: none"> <li>• Answer or direct staff or community enquiries to the relevant officer (telephone, counter etc) in a courteous and friendly manner.</li> <li>• Compose correspondence related to areas of responsibility.</li> <li>• Word processing of letters, memoranda and basic forms.</li> <li>• Follow up enquiries that the position is responsible for in a prompt and efficient manner.</li> <li>• Use and update information provided through Council's corporate intranet and web sites.</li> <li>• Act in a professional manner and be sensitive and discrete when addressing personal issues.</li> <li>• Interact with professional staff in relation to complex technical documentation and report presentation.</li> <li>• Liaise with external agencies and government departments to resolve customer requests issues.</li> <li>• Maintain confidentiality at all times.</li> </ul>
7. Customer Service	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of Council's operations and policy guidelines.</li> <li>• Provide quality customer service in line with Council's customer service charter.</li> <li>• Register and monitor Customer Service Requests (CSR's) and refer to responsible officer for action.</li> <li>• Use negotiation and conflict resolution skills to deal with aggressive and/or emotional customers.</li> <li>• Problem solve internal and external issues in the absence of senior Council staff.</li> </ul>

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	<ul style="list-style-type: none"><li>• Respond on demand to telephone and face to face enquiries of varying nature.</li><li>• Provide definitive information and advice to the general public, staff of all divisions, contractors and external agencies.</li><li>• Provide feedback to the Manager on any quality improvements to benefit the Customer Service.</li><li>• Liaise with other administration and customer service staff to ensure deadlines are met.</li></ul>
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The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

#### **Health Safety and Environmental System (HSES) Responsibilities**

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site-specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

#### **Compliance Training Requirements**

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

#### **Infection Control and Immunisation Requirements**

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

#### **Organisational and External Relationships**

##### ***Organisational Relationships***

- Internal Stakeholders
- Richmond Tweed Regional Library Service
- Council Maintenance Officers

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- Contractors of Tweed and Murwillumbah Auditoria.

### External Relationships

- A range of building maintenance contractors including fire maintenance, air conditioning, security, termite and keys distribution
- Community groups
- Advisory Committees

### Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

### Term Contract

Appointment to this position is made under Clause 35 (i) Term Placements of the Local Government (State) Award, established under situation (b) to perform the duties associated with an externally funded position where the length of the employment depends on the length of the funding. This job justification could potentially vary throughout the life of the term contract, as such, the employment offer is the authoritative document.

### Delegations and Authorities

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#### Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.

#### Mandatory COVID-19 vaccination

This position is subject to the Public Health (COVID-19 Care Services) Order for all in-home and community care workers. It is a condition of employment that employees occupying this position be fully vaccinated against COVID-19. You will be required to provide evidence of your COVID-19 vaccination or authorised exemption.

### Selection Criteria

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#### Knowledge and Competence: (to be addressed in full when making application)

1. Relevant TAFE certificate, tertiary studies or equivalent industry experience.
2. High level of proficiency in Microsoft 365 Suite, email, internet and desktop publishing.
3. Demonstrated high-level interpersonal communication skills to effectively work in a positive team environment, provide information to the community and use discretion with confidential information.

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4. Demonstrated capacity to work effectively unsupervised and as part of a collaborative team.
5. Demonstrated capacity to effectively balance competing and often changing priorities to meet deadlines.
6. Demonstrated high-level problem-solving skills and ability to use initiative.
7. . Demonstrated experience in minute taking and secretariat support.
8. Current Vehicle Licence – Car.

### Desirable:

9. Knowledge and experience in Technology One (Finance) application system software.
10. Knowledge and experience in CiAnywhere, Council's Record Management system.
11. Knowledge and experience with grant applications and acquittals



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#### Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
<b>Relationships</b>	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
<b>Results</b>	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
<b>Workforce Leadership (supervisory roles only)</b>	
Manage and Develop People	N/A