

Position Description

Administrative Officer



Position Title	Administrative Officer	Role ID	BHAOF1
Division	Planning and Regulation	Unit	Building and Environmental Health
Job Grade	4	Award	35
Reports To	Supervisor - Administration		
Revised/Created	January 2020 – Template updated		

Primary Objective

- Perform administrative and clerical duties for any of Tweed Shire Council's divisions.
- Perform a range of program support roles.

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.



Position Description

Administrative Officer

Organisational Environment



PLANNING AND REGULATION

The Planning and Regulation Division provides services related to planning and development control, building control, regulatory control, public health and safety issues, environment and health management throughout the Tweed Shire.

Building and Environmental Health Unit

Building and Environmental Health is one of five units within the Planning and Regulation Division. The Unit reports to the Director Planning and Regulation and is responsible for:

Building Services:

- The regulatory control and certification of buildings including the issue of construction certificates and building certificates for buildings of all classes and the approval of development applications for dwelling houses and associated structures;
- Building education and advice including amendments to legislation, fire safety maintenance and upgrades, emerging issues, disability access and plumbing; and
- Advice on the need to modify designs of building and particularly dwellings to comply with bushfire, sustainability and planning provisions, such as view sharing and privacy and negotiating and facilitating better outcomes in neighbour conflicts.

Applicable legislation includes the National Construction Code, Plumbing and Drainage Act, Swimming Pools Act, Local Government Act, Environmental Planning and Assessment Act, and state environmental planning instruments.

Environmental Health:

- The regulatory control of environmental health matters to meet statutory requirements and community needs including food safety, public health, onsite sewage management, contaminated land, caravan parks, pest management, and air, noise and water pollution;
- Environmental health education and advice regarding compliance with legislation, emerging issues, best practice, and negotiating and facilitating better outcomes in neighbour conflicts; and
- Advice on proposed developments and activities to ensure environmental health outcomes, community safety, and amenity values are protected.

Applicable legislation includes the Public Health Act, Food Act, Protection of Environment Operations Act, Local Government Act, Environmental Planning and Assessment Act, and state environmental planning instruments.

Position Description

Administrative Officer



General:

The work environment is busy, responsive to customer requests and requires regular adjustment of priorities and activities. The Unit works collaboratively with many others in areas of planning, compliance, building certification and environmental and public health and it is important that staff maintain a positive team focused approach to their duties.

The unit must conform to the statutory requirements of relevant acts including the Occupational Health and Safety Act.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The Position

The incumbent provides general administration support with expertise / responsibilities in Microsoft Office, Council's Record Management System and TechnologyOne Financials.

The position reports to the Administration Supervisor.

The position is required to perform administrative and clerical duties as directed.

The position requires attention to detail, flexibility, contribution to the provision of client services across the work of the Unit, the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The incumbent will conduct minor research, tasks, projects and prepare draft reports.

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

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

Key Responsibility Areas	Associated Key Duties
1. Administration	<ul style="list-style-type: none">• Filing, Photocopying, Scanning and Binding of business documents associated with the Division.• Opening, sorting and distributing mail.• Maintain stationery supplies for the Unit as required.• Provide data entry support.• Registration, creation, maintenance and distribution of documents as required within Council's record management system.• Maintain other records, catalogues, journals, guidelines and standards as required.• Create purchase requisitions as required.• Process incoming invoices.

Position Description

Administrative Officer

	<ul style="list-style-type: none">• Arrange meetings and book meeting rooms for personnel within the Division/ Unit as required.• Arrange travel and accommodation requirements.• Diary Management for Unit Managers and staff.• Reconcile and ensure accuracy of Divisional/ Unit timesheets.• Administration tasks associated with the management of Contracts, adhering to Council's Purchasing and procurement Policies and the Local Government Act in relation to the tendering process.• Prioritise requests for administrative assistance to divisional/ unit officers, the general public and external agencies.• Relieve and assist other administration positions as required.• All other duties as directed by supervisor.
2. Use of Software	<ul style="list-style-type: none">• Use the following Software Packages to add, store, retrieve, interrogate and manage Divisional/ Unit data:<ul style="list-style-type: none">○ Microsoft Office software including Word, Excel, Access and Outlook.○ TechnologyOne Council's Record Management System and Customer Work Request System.○ TechnologyOne Financials – Financial Management System.○ TechnologyOne Property – Land Information Management, Property and Development Application and Rating System.○ GIS – Geographical Information System.
3. Communication	<ul style="list-style-type: none">• Answer or direct staff or community enquiries to the relevant officer (telephone, counter etc) in a courteous and friendly manner.• Compose correspondence related to areas of responsibility.• Word processing of letters, memoranda and basic forms.• Follow up enquiries that the position is responsible for in a prompt and efficient manner.• Use and update information provided through Council's corporate Intranet and Web sites.

Position Description

Administrative Officer

	<ul style="list-style-type: none">• Act in a professional manner and be sensitive and discrete when addressing personal issues.• Interact with professional staff in relation to complex technical documentation and report presentation.• Liaise with external agencies and government departments to resolve customer requests issues.• Maintain confidentiality at all times.
4. Customer Service	<ul style="list-style-type: none">• Comprehensive knowledge of Council's Operations and Policy guidelines.• Provide Quality Customer Service in line with Council's Customer Service Charter.• Register and monitor Customer Work Requests (CWR's) and refer to responsible officer for action.• Use negotiation and conflict resolution skills to deal with aggressive and/or emotional customers.• Problem solve internal and external issues in the absence of Senior Council Staff .• Respond on demand to the high volume of telephone and face to face enquiries of varying nature.• Provide definitive information and advice to the general public, staff of all divisions, contractors and external agencies.• Provide feedback to the Unit Supervisor on any quality improvements to benefit the Customer Service.• Liaise with other administration and customer service staff to ensure deadlines are met.

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.

Position Description

Administrative Officer

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

- Across all Units and levels as required.

External Relationships

- General public.
- Government Agencies.
- Public Agencies.

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.

Delegations and Authorities

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.

Position Description

Administrative Officer



Selection Criteria

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

1. Hold a relevant administration qualification or equivalent industry experience.
2. Demonstrated advanced competence in typing, data entry, Microsoft Word and Excel.
3. Demonstrated competence in general administrative and clerical tasks such as telephone/reception skills, record keeping, photocopying, production, retrieval, manipulation and storage of documents.
4. Capacity to learn and become proficient in the use of modern electronic business systems and applications, including land information system, record management system, and geographic information system.
5. Demonstrated competence in a wide range of administrative support activities to a range of professional officers.
6. Well-developed written and verbal communication skills.
7. Capacity to manage workloads and competing priorities effectively.
8. Good interpersonal skills and capacity to work within a team environment.
9. Demonstrated knowledge of work health and safety in an office environment.

Desirable:

10. Demonstrated competence in the use of a record management system, financial, property and/or GIS software.
11. Experience within a local government environment or an understanding of Local Government functions and procedures.

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
Relationships	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate

Position Description

Administrative Officer



Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A