



INFORMATION PACKAGE

POSITION VACANT

ADMINISTRATION OFFICER – EUROBODALLA FIRE RECOVERY SUPPORT SERVICE (EFRSS)

REF NO: ESC313

CLOSING DATE: 4.30PM MONDAY 25 MAY 2020

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Eurobodalla Shire Council
PO Box 99
MORUYA NSW 2537

Telephone: (02) 4474 1016
Facsimile: (02) 4474 1212
Email: positions@esc.nsw.gov.au

Thank you for enquiring about
this position.
If, after reading the information
in this package, you would like
further information please
contact Bev Nicholson on
(02) 4474 1264



Collaborative Respectful Team Spirit Professional Open + Trusting



Important Information

Use our on-line application system to apply for this position. This can be accessed through the Jobs at Council section of Council's website www.esc.nsw.gov.au

Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples where you can.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application don't hesitate to contact the Council's recruitment team on (02) 4474 1016.

Position Description

Administration Officer – Eurobodalla Fire Recovery Support Service (EFRSS)


Position Code	Fixed Term
Division	Community Arts & Recreation
Location	Moruya EFRSS Office
Band/Level	Administrative / Technical / Trades Band 2 Level 1

Council values

The Eurobodalla Shire Council is guided by organisational values of collaboration, respect, team spirit, professionalism and openness and trust. These values contribute to the organisation’s strategic direction and assist with decision making.

Our values represent ‘the way we do things’ and underpin the range of professional relationships we have with others in our day-to-day work. By reflecting and upholding our values throughout the organisation, we can make a positive difference for our community and our colleagues.

We are proud to be an equal employment opportunity employer. We have a strong commitment to enhancing equality of employment opportunities for all people, including those from diverse and minority backgrounds.

 Our values	We collaborate	We ask for and share ideas, insights and knowledge. We find strength and reward in working together.
	We are respectful	We show respect and compassion to each other and our community. When there are issues, we go to the source.
	We show team spirit	We nurture and value our relationships, bringing out the best in each other.
	We are professional	We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.
	We are open and trusting	We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

To provide administrative support and customer service to clients and the delivery team of Council's temporary Eurobodalla Fire Recovery Support Service (EFRSS).

Main duties and key result areas (KRA)

1. Respond to phone calls and emails to the service, providing high quality and responsive customer service including referrals and requests for information.
KRA: Requests for service are responsive and meets the needs of customers and program delivery requirements.
2. Facilitate and monitor efficient allocation of resources as requested by case management staff, including vehicle allocation, back up support for staff rostering as required, and the provision of information and data regarding staffing. Ensure time sheet process is accurately implemented and vehicle maintenance schedule is implemented.
KRA: Staff are rostered as requested, conflicts managed, rosters delivered, timesheets checked and information provided regarding staffing. Vehicles are maintained according to agreed schedule and processes.
3. Process the monthly OEM claim, ensuring all services are correctly recouped.
KRA: EFRSS services are efficiently claimed according to agreed timeframes and contractual arrangements.
4. Contribute to the EFRSS objectives to improve service delivery and customer service.
KRA: Contributions to team tasks are made and improved service delivery achieved.
5. Contribute to the development of clear and efficient processes and procedures within the service data base, as directed by the EFRSS Coordinator.
KRA: Systems in place meet business needs, in line with business and funding requirements.
6. Facilitate the case management database including user training, configuration and upgrade requirements, testing and troubleshooting, and liaising with IT support team as directed by the EFRSS Coordinator.
KRA: The case management database is configured and maintained to maximise and meet current and future business requirements.
7. Follow EEO and diversity principles and practices.
KRA: Work practices are compliant with EEO and diversity policies and procedures.
8. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.
KRA: Council's WHS Policy and procedures complied with.

Qualifications/Experience (Selection Criteria)

Essential

1. Demonstrated ability to successfully work as part of an administration and customer service team.
2. Demonstrated experience in administration including record keeping, filing, purchasing and correspondence.
3. Significant experience in providing quality customer service.
4. Experience in using financial and client data management systems.
5. Experience in Microsoft Office.
6. Willingness and ability to follow EEO and diversity principles and practices.
7. Knowledge of, or the ability to quickly gain knowledge of, Council's WHS policy and procedures.

Clearance as a result of a National Criminal History Record Check is a requirement for this position.

The requirements outlined in Council's Policies and Codes of Practice apply to all employees of Council.

EMPLOYEE: Vacant
SUPERVISOR: Coordinator EFRSS
DATE: April 2020

CONDITIONS OF EMPLOYMENT

Position Title:	Administration Officer – Eurobodalla Fire Recovery Support Service
Reference Number:	ESC313
Grading:	Grade 8 of Council’s salary system
Salary Range:	In the range of \$1,180.46 to \$1,257.80 gross per week comprised of: * \$1,078.05 to \$1,148.68 base salary, * \$102.41 to \$109.12 superannuation (calculated at 9.5%)
Award:	Local Government (State) Award 2017
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Criminal Record Check:	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to this position. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Pre-placement Medical:	An offer of employment for this position may be subject to medical clearance to verify that you are safely able to undertake the duties of the position. Pre-placement medical examinations are at Council’s expense.
Hours of Work:	Full-time, 35 hours per week. Office hours are: 8.30am to 4.30pm Monday – Friday ESC has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.



Location: Based from Council's EFRSS Office in Moruya, and may be required to work at various locations across the Shire.

Leave Entitlements: 4 weeks annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.

3 weeks sick leave on commencement. Additional 3 weeks accumulated on each anniversary of appointment.

ESC is committed to a safe and mentally and physically healthy workplace environment. Council is an equal employment opportunity employer with a smoke free work environment. We encourage applications from people of Aboriginal/Torres Strait Island backgrounds, people with a disability and their carers, people from non-English speaking backgrounds and women.

EUROBODALLA SHIRE COUNCIL ORGANISATION CHART



EUROBODALLA SHIRE COUNCIL DIVISION CHART

