

Position Description

Administrative Assistant



Position Title	Administrative Assistant	Role ID	HRAAS1
Division	Corporate Services	Unit	Human Resources
Job Grade	3	Award	35
Reports To	Senior Human Resources Officer		
Revised/Created	January 2020 – Template updated		

Primary Objective

- To assist with administrative work associated with the Human Resources 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

CORPORATE SERVICES

The Corporate Services Division provides a comprehensive range of support services across the organisation in the areas of human resources, risk, work health and safety, corporate compliance, audit, administration, governance, communication, customer service, corporate relations, finance, revenue, information technology, GIS and integrated planning and reporting.

The Division supports the General Manager and the three operational Divisions in a participative and consultative environment aimed at facilitating organisational performance and competitiveness.

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Human Resources Unit

The Human Resources Unit provides Equal Employment Opportunity, Industrial Relations, Employee Relations, Recruitment, Training, Work Health and Safety and Return to Work Services to Council as well as providing advice in relation to the implementation of organisational change. Human Resources is also responsible for the preparation, review and implementation of the Workforce Management Plan.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

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

The Position

The position provides assistance to the Human Resources team under the direction of the Senior HR Officer, and will perform administrative duties as directed.

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

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 Registering of employee and general business documents.• Opening, sorting and distributing mail.• Maintain stationery supplies for the Unit as required.• Data entry of employee data into Council's HR Management Information System.• Registration, creation, maintenance and distribution of documents as required within Council's record management system.• Maintain other records, catalogues, guidelines and standards as required.• Relieve and assist other administration positions as required.• Create purchase requisitions as required.

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2. Use of Software	<ul style="list-style-type: none">• Use the following Software Packages to add, store, retrieve, interrogate and manage Unit data:<ul style="list-style-type: none">○ Microsoft Office software including Word, Excel, and Outlook.○ TechnologyOne ECM – Electronic Content Management System.○ TechnologyOne Financials – Financial Management System.○ iChris – Human Resources Information System.○ Salto and Gatekeeper – Identification card and security system.
3. Customer Service	<ul style="list-style-type: none">• Assist all internal and external customers with enquiries where possible.• Direct internal and external enquiries to the relevant HR Officer.• Follow up enquiries that the position is responsible for in a prompt and efficient manner.
4. Communication	<ul style="list-style-type: none">• Answer all enquiries (telephone, email, counter etc) in a courteous manner.• Word processing of letters, memoranda and basic forms.• Use the Corporate Intranet to disseminate information as appropriate.• Comprehend the needs of internal and external clients and choose appropriate course of action.• Maintain confidentiality at all times.

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](#)

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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

- All levels of the organisation.

External Relationships

- Members of the public.
- Suppliers.

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.

Selection Criteria

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

1. Demonstrated competence in typing, data entry and use of Microsoft Word Excel and Outlook.
2. Demonstrated competence in general administrative and clerical tasks such as telephone/reception skills, record keeping, photocopying, production, retrieval, manipulation and storage of documents.

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3. Capacity to learn and become proficient in the use of modern electronic business systems and applications, including human resources information system and record management system.
4. Well-developed written and verbal communication skills.
5. Capacity to manage workloads and competing priorities effectively.
6. Good interpersonal skills and capacity to work within a team environment.

Desirable:

7. Successful completion of TAFE studies in business/office administration.
8. Previous experience providing administrative support in a Human Resources environment.
9. 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	Foundational
Display Resilience and Adaptability	Foundational
Act with Integrity	Foundational
Demonstrate Accountability	Foundational
Relationships	
Work Collaboratively	Foundational
Communicate with a Customer and Community Focus	Foundational
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Foundational
Deliver Results	Foundational
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A