



Position Description

Non-supervisory Employees

Position Title	Administration Officer
Section	Infrastructure Planning
Division	Infrastructure
Reports to	Infrastructure Stakeholder Relations Manager
Grade	7
Employment Status (FT/PT/Casual/Temp)	Full time

Position purpose

Provide a wide range of administrative and office support activities to facilitate the efficient day to day operation of the team and support the work of management and other staff.

Position specific responsibilities

The key duties you are expected to perform in your role.

- Provide high level administrative support and general clerical assistance;
- Coordinate and facilitate meetings and functions, including agendas, minutes, bookings and catering;
- Provide support to organisational initiatives, activities, projects and process improvements;
- Liaise with internal and external stakeholders including businesses and the community;
- Monitor, coordinate and/or provide input into reporting and performance monitoring of the section;
- Prepare and coordinate customer/external and internal correspondence, reports, memos and business papers on behalf of the team;
- Provide administrative support for customer enquiries via Customer Request Management system (CRMs) for the team including monitoring, actioning as applicable and related reporting and data management;
- Provide administrative support for infrastructure-related registers, databases and systems for Transport, Stormwater, Water and Sewer - including but not limited to Section 138 Applications for Works on Public Road, Land Access Notices (LANs), contract plant and equipment portfolio;
- Support the team in the use of Content Manager, OneDrive, Outlook, Word and Excel and any other systems to ensure accurate information capture and management;
- Ensure comprehensive use, management and reporting of the corporate software system (Authority);
- Monitor, develop and update policies, procedures, business systems, templates and knowledge stores; and
- Documentation management and record keeping - digital/online and offline - filing, archiving.
- Any other related duties as directed, within the skills and scope of the role.



Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

Values-based behaviours for Non-Supervisory Employees

Values	Expected Behaviour
Communication	<ul style="list-style-type: none">• I communicate with respect• I constructively contribute to team meetings, toolbox talks and conversations• I share information and ideas with colleagues• I ask questions if I don't understand
Accountability	<ul style="list-style-type: none">• I always work in a safe manner, looking after my own safety and the safety of those around me• I am responsible for my own actions• I take initiative to progress my own work• I follow through on my work commitments
Professionalism	<ul style="list-style-type: none">• I treat others with respect• I complete my work to the best of my ability• I take pride in my work• I am flexible and responsive to changing work priorities and issues
Integrity	<ul style="list-style-type: none">• I act honestly• I understand and follow the law, rules, policies, guidelines and the Code of Conduct• I treat others the way I wish to be treated• I contribute positively to our work
Teamwork	<ul style="list-style-type: none">• I look for, and am open to, new and better ways of doing things, together• I am an engaged and enthusiastic team player• I step in to help others when workloads are high• I cooperate with my team members and supervisors



Document Endorsement

Date 1/10/2020 **Group Manager** Cameron Hawkins

Date 1/10/2020 **Acting Director** Cameron Hawkins

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

Employee Name _____

Employee Signature _____

Date _____