

Position Description

Position Title:	Administration Officer
Directorate:	City Wide Services
Reports to:	Open Space Operations Manger Indirect: Open Space Manager
Direct reports:	Nil
Salary Point:	9
Work location:	Depot
Date revised:	January 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisations values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Parks and Recreation?

The purpose of the Parks and Recreation Service Unit is to support the wellbeing of the community through the provision of places and spaces for active and passive recreation and protection of the natural environment. These places and spaces are spread across 1200 hectares of City of Newcastle's managed open spaces including parks, sportsgrounds, beaches, pools, bushland, watercourse, wetlands, coastal estuaries and associated infrastructure. Promoting a culture within the Service Unit that empowers staff to be their best, is performance based and supports job satisfaction are critical to the delivery of our purpose.

What's the focus of this position?

The Administration Officer supports the Open Space Operations Manager, Coordinators and team members with day to day administrative duties, to ensure the delivery of coordinated and efficient Open Space services across the City.

Ensure the health and safety of all workers, contractors and general public by implementing City of Newcastle's WHS Policy and Management System and EEO policy.



What you'll be doing:

- Provide timely, efficient and accurate administration support to the Open Space Operations Manager and Coordinators in day to day management and operations of the service element.
- Provide professional and effective customer service on behalf of the Open Space Operations service element with both internal and external stakeholders.
- Coordinate and distribute workflows to triage customer requests in a timely manner to ensure a positive customer experience.
- Provide support for the team on corporate processes and procedures including performance development plans, staff competencies, leave register, WHS etc.
- Build positive relationships across the service element and other service units to ensure a positive customer experience
- Support staff with the use and provision of technology devices and relevant applications and demonstrate a high level of computer knowledge and skill.
- Coordinate internal and external purchase of plant and equipment including PPE.
- Work collaboratively with the Sports Liaison team to assist in the smooth delivery and coordination of sporting assets (maintenance and usage) and associated processes including bookings, wet weather app, sports maintenance requests, facilitation of communication with users etc.
- Use initiative to seek opportunities for continuous improvements including process mapping.
- Provide back up support to the Parks & Recreation Senior Administration Officer as required.
- Prepare reports and presentations to support the Open Space Operations Manager and Coordinators as required.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Relevant business qualifications, and/or an equivalent level of professional competence and experience in office management, business administration or related discipline.
- Extensive experience in the provision of high level customer service to both internal and external customers including well developed interpersonal and problem solving skills.
- Proven ability to exercise initiative and judgment, work collaboratively, work unsupervised and to maintain confidentiality.
- Skills and experience in areas such as WHS, stores and equipment, HR processes.
- Demonstrated ability to initiate and prioritise work without supervision, including high level organisational and record keeping skills.
- High level communication skills to effectively write and prepare correspondence including minute taking, while ensuring accuracy and compliance.
- Proven experience working in a diverse and complex organisation.
- Advanced computer literacy skills including Microsoft Office Suite and corporate information systems.
- Class C Driver's Licence.



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Other valuable skills you may have:

- Experience in corporate or facility booking systems.
- Proven experience working within the parks and recreation industry.
- Be a team player.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	