

## Position Description

### Administrative Officer



<b>Position Title</b>	Administrative Officer	<b>Role ID</b>	
<b>Division</b>	Sustainable Communities and Environment	<b>Unit</b>	Sustainability and Environment
<b>Job Grade</b>	4	<b>Award</b>	35
<b>Reports To</b>	Unit Coordinator Sustainability and Environment		
<b>Revised/Created</b>	June 2021		

### Primary Objective

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- Provide high level administrative and project support for the programs and activities of the Sustainability and Environment Unit.

### Values Statement

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#### 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

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#### SUSTAINABLE COMMUNITIES AND ENVIRONMENT

The Sustainable Communities and Environment Division is responsible for the Management of Resource Recovery, Sustainability and Environment, Parks and Active Communities, Community Services, Tweed Holiday Parks and Cultural Facilities throughout the Shire.

#### Sustainability and Environment Unit

The Sustainability and Environment Unit is responsible for managing, restoring and conserving the natural environment of the Tweed Shire. This involves developing and implementing strategic and operational plans and projects as well as providing advice on environmental policies and procedures.

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#### The Position

The position provides administrative and project support for the activities, programs and events coordinated by the Sustainability and Environment Unit.

The position requires that the incumbent develop a strong knowledge of the operation of the programs and projects operating within the Sustainability and Environment Unit and the Division in general.

The position provides administrative support to several committees and assists with the organisation of events, workshops and community engagement activities.

Liaison with a wide range of internal and external stakeholders including members of project and advisory committees, the general public, volunteers and contractors is required. The position requires highly developed written and oral communication skills, analytical skills, and the ability to operate with a high degree of autonomy.

The position uses Council's Records Management system and a range of other corporate systems to comply with organisational requirements for document registration and management, and processing and reporting of financial and other operational matters.

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"><li>• Complete and register Council documentation according to corporate standards and records management protocols.</li><li>• Prepare routine correspondence, reports and other documents and perform general clerical duties as required.</li><li>• Liaise with suppliers regarding invoicing of goods or services as required.</li><li>• Create purchase requisitions and process payments to suppliers using Council's corporate finance system.</li><li>• Assist Officers prepare Council reports adhering to business processes and protocols as directed.</li><li>• Arrange meetings and book meeting rooms for personnel within the Unit as required.</li><li>• Arrange conference, travel and accommodation requirements.</li><li>• Reconcile and ensure accuracy of Unit timesheets.</li></ul>
2. Customer Service	<ul style="list-style-type: none"><li>• Provide quality customer service in line with Council's Customer Service Charter.</li></ul>

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	<ul style="list-style-type: none"><li>• Comprehensive knowledge of Sustainability &amp; Environment Unit operations, roles and responsibilities.</li><li>• Respond to requests for information from the general public in accordance with Council protocols and as directed.</li><li>• Use conflict resolution skills to deal with aggressive and/or emotional customers to negotiate positive outcomes as required.</li></ul>
<b>3. Program Support</b>	<ul style="list-style-type: none"><li>• Provide administrative support to the activities and projects of the Sustainability &amp; Environment Unit.</li><li>• Develop and maintain systems to record details of programs, projects and events including but not limited to:<ul style="list-style-type: none"><li>○ databases;</li><li>○ mailing lists;</li><li>○ records of expenditure;</li><li>○ statistics and trends;</li><li>○ photographic records; and</li><li>○ outcomes.</li></ul></li><li>• Monitor and review effectiveness of support systems for Officers and develop and implement changes to ensure efficiency of workflow.</li><li>• Administer bookings and other arrangements related to programs and activities.</li></ul>
<b>4. Event Organisation And Consultation</b>	<ul style="list-style-type: none"><li>• Compile registration, invitation and RSVP lists for participants.</li><li>• Schedule hospitality components of events as required.</li><li>• Ensure sponsorship agreements and partnership obligations are met e.g. acknowledgement by use of signage, logos etc.</li><li>• Liaise with Communications Unit to produce high quality material for distribution.</li></ul>
<b>5. Secretariat Support</b>	<ul style="list-style-type: none"><li>• Prepare, record, format and distribute agendas, minutes and reports for project and advisory committee meetings in accordance with Council protocols and committee requirements.</li><li>• Liaise with members of project and advisory committees as required.</li><li>• Schedule and attend forums, project groups or workshops to prepare and distribute agendas, minutes and reports related to other Sustainability &amp; Environment activities as required.</li></ul>

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<b>6. Communication</b>	<ul style="list-style-type: none"><li>• Answer or direct staff or community enquiries to the relevant officer (telephone, counter etc) in a courteous and friendly manner.</li><li>• Compose correspondence related to areas of responsibility.</li><li>• Word processing of letters, memoranda and basic forms.</li><li>• Follow up enquiries that the position is responsible for in a prompt and efficient manner.</li><li>• Use and update information provided through Council's corporate intranet and web sites.</li><li>• Liaise with external agencies and government departments to resolve customer request issues.</li><li>• Maintain confidentiality at all times.</li></ul>
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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](#)

#### **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](#)

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### Organisational and External Relationships

#### *Organisational Relationships*

- Across all Divisions of Council.

#### *External Relationships*

- Local, State and Federal Government agencies and departments;
- Non-government organisations;
- Non-profit organisations;
- Community groups, clubs, educational institutions and the business community.

### 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.

### Selection Criteria

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

1. Minimum Certificate III in Business / Administration studies or relevant discipline along with demonstrated knowledge and experience in an administrative role.
2. High level of proficiency in Microsoft Office Suite.
3. Demonstrated advanced administration skills including meeting preparation and minute taking, report preparation, project administration, record keeping (financial and general).
4. Demonstrated well developed interpersonal skills required to work effectively with a broad range of internal and external service providers.
5. Demonstrated problem solving skills and the ability to use initiative and to work effectively unsupervised and as part of a team.
6. Demonstrated time management skills and capacity to effectively balance competing and changing priorities.
7. Demonstrated experience in event coordination.
8. Current Vehicle Licence – Car.

#### **Desirable:**

9. Knowledge of environmental and sustainability issues as they relate to Tweed Shire.

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#### 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](#)

<b>Personal Attributes</b>	<b>Minimum Standard</b>
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
<b>Relationships</b>	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
<b>Results</b>	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
<b>Workforce Leadership (supervisory roles only)</b>	
Manage and Develop People	N/A