

Position Description

Administrative Officer



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|------------------------|---|----------------|-----------------|
| Position Title | Administrative Officer | Role ID | ENAOF1 |
| Division | Engineering | Unit | Executive - ENG |
| Job Grade | 4 | Award | 35 |
| Reports To | Executive Assistant - Director Engineering | | |
| Revised/Created | January 2020 – Template updated July 2021 - reviewed | | |

Primary Objective

- Perform administrative and clerical duties for any of Tweed Shire Council's divisions.
- Perform a range of program support roles.

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

ENGINEERING

The Engineering Division provides roads, footpath and cycleway, stormwater, flood mitigation, water supply and wastewater services to the Tweed community and is responsible for the planning, design, construction, operations and maintenance of the associated infrastructure.



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The Position

The position is required to perform administration and clerical support duties with expertise and responsibilities in Microsoft Office, and a variety of relevant specialised computer programs.

The position requires attention to detail, flexibility and contribution to the provision of client services across the work of the division, the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will also conduct minor research, tasks and projects and prepare draft reports. Documents are to be professionally created and be in accordance with Council's Communication and Writing Standards.

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 binding of business documents.• Opening, sorting and distributing mail.• Maintain stationery supplies for the division as required.• Provide data entry support.• Registration, creation, maintenance and distribution of documents as required within Council's record management system.• Maintain other records, catalogues, journals, guidelines and standards as required.• Create purchase requisitions as required.• Process incoming invoices.• Arrange meetings, book meeting rooms and create virtual connections.• Arrange conference/training registrations, travel and accommodation bookings.• Diary management for divisional staff.• Administration tasks associated with the management of contracts, adhering to Council's Purchasing and Procurement Policies and the Local Government Act in relation to the tendering process. |

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| | <ul style="list-style-type: none">• Prioritise requests for administrative assistance to divisional officers, the general public and external agencies.• Relieve and assist other administration positions as required.• All other duties as directed by supervisor. |
| 2. Administrative Support | <ul style="list-style-type: none">• Prepare minutes, agendas, reports and distribute to committee members. Attend meetings to take minutes• Business paper creation adhering to processes, procedures and predetermined deadlines. |
| 3. Use of Software | <ul style="list-style-type: none">• Use the following Software Packages to add, store, retrieve, interrogate and manage Divisional data:<ul style="list-style-type: none">○ Microsoft Office software including Word, Excel, Outlook, Teams○ TechnologyOne DataWorks – Records Management System and Customer Service Request System.○ TechnologyOne Financials – Financial Management System.○ TechnologyOne Property – Land Information Management, Property and Development Application and Rating System.○ GIS – geographical information system. |
| 4. Communication | <ul style="list-style-type: none">• Answer or direct staff or community enquiries, to the relevant officer (telephone, counter etc) in a courteous and friendly manner.• Compose correspondence related to areas of responsibility.• Creation and distribution of business correspondence such as letters and emails.• Follow up enquiries that the position is responsible for in a prompt and efficient manner.• Use and update information provided through Council's corporate Intranet and Web sites.• Act in a professional manner and be sensitive and discrete when addressing personal issues.• Interact with professional staff in relation to complex technical documentation and report presentation.• Liaise with external agencies and government departments to resolve customer requests issues. |

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| | <ul style="list-style-type: none">• Maintain confidentiality at all times. |
| 5. Customer Service | <ul style="list-style-type: none">• Comprehensive knowledge of Council's operations and policy guidelines.• Provide quality customer service in line with Council's Customer Service Charter.• Register and monitor Customer Service Requests (CSR's) and refer to responsible officer for action.• Use negotiation and conflict resolution skills to deal with aggressive and/or emotional customers.• Problem solve internal and external issues in the absence of senior Council staff.• Respond on demand to the high volume of telephone and face to face enquiries of varying nature.• Provide definitive information and advice to the general public, staff of all divisions, contractors and external agencies.• Provide feedback to the Unit Supervisor on any quality improvements to benefit the Customer Service.• Liaise with other administration and customer service staff to ensure deadlines are met. |

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the division. The capacity to also 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.

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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

- Across all units and levels as required

External Relationships

- General Public
- Government Agencies
- Public Authorities

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

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

1. Certificate III in Business Administration or similar along with demonstrated experience in a similar position,

OR

Extensive demonstrated experience in a multidisciplinary administrative support role.

2. Demonstrated competence in general administrative and clerical tasks such as telephone/reception skills, record keeping, photocopying, production, retrieval, manipulation and storage of documents.
3. Demonstrated competence in a wide range of administrative support activities to a range of professional officers.
4. Capacity to manage workloads and competing priorities effectively.
5. Capacity to learn and become proficient in the use of contemporary electronic business systems and applications, including land information system, record management system, and geographic information system.
6. Demonstrated advanced competence in typing, data entry, and MS Office suite.
7. Well-developed written and verbal communication skills.
8. Good interpersonal skills and capacity to work within a team environment.
9. Demonstrated knowledge of work health and safety in an office environment.

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Desirable:

10. Demonstrated competence in the use of a record management system, financial, property and/or GIS software.
11. 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 | Intermediate |
| Display Resilience and Adaptability | Intermediate |
| Act with Integrity | Intermediate |
| Demonstrate Accountability | Intermediate |
| Relationships | |
| Work Collaboratively | Intermediate |
| Communicate with a Customer and Community Focus | Intermediate |
| Influence and Negotiate | N/A |
| Results | |
| Plan and Prioritise | N/A |
| Think and Solve Problems | Intermediate |
| Deliver Results | Intermediate |
| Workforce Leadership (supervisory roles only) | |
| Manage and Develop People | N/A |