

POSITION DESCRIPTION

COMMUNITY SERVICES ADMINISTRATION OFFICER

Position Number:	630102
Department:	Community and Council Planning
Division:	Community Services
Location:	Bannockburn Customer Service Centre, 2 Pope Street Bannockburn
Employment status:	Full time
Classification:	Band 4 plus superannuation
Date:	February 2021

POSITION OBJECTIVES

- Reporting to the Manager Community and Council Planning, provide project and administrative support to the Team to assist in the delivery of corporate objectives, strategies and plans.
- Contribute to the development of policies, plans and projects through research and data collection.
- Provide excellent customer service, information and assistance to residents, clients and volunteers connected to the Community Services Division.
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ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to :	Manager Community and Council Planning
Directly Supervises:	May supervise students and volunteers
Internal Liaisons:	Community Services Team, Councillors, Other Council Staff
External Liaisons:	Representatives of clubs and community organisations, State and Federal Government departments, Community Coordinators and stakeholder groups.

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Provide effective administrative support to the Manager Community and Council Planning and various teams within the Division including (but not limited to):

- Assisting Division staff with research and collation of data required for the preparation of grant applications and submissions, policy development, planning and performance.
- Providing administrative support and assistance to Council's Community Grants and Community Planning programs under the direction of the Community Partnerships Officer.
- Administration of Smarty Grants and other grants software (including community engagement and education in the use of this software)
- Assisting Managers in the delivery of projects and performance targets and reporting.
- Creating, identifying and implementing system and process improvement.
- To promote a positive image of the Golden Plains Shire Council to internal and external customers through professional standards and provision of high-quality services in a courteous and efficient manner.
- Diary management including arranging appointments and meetings as required.
- Assisting with financial administration for the Division.
- Preparing meeting agendas and take and distribute minutes as required.
- Preparing draft reports and correspondence.
- Data entry and maintaining of databases.
- Using Council's Content Management System (CMS) to upload approved material for publication on Council's websites.
- Providing administrative support to Emergency Management team as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

General Responsibilities

- Provide input into policy development and performance targets of the Unit and assist in the collection, entry, analysis and reporting of performance data.
- Contribute to the Unit through efficient, effective and customer focused administration and project management skills including supporting multiple Teams and helping with day-to-day operations.

- Actively contribute to the achievement of the Unit's objectives, as well as the corporate goals of Council.
- Provide support to other Council staff as required.

Corporate Responsibilities

- Promote excellence in customer service internally and externally to a range of diverse stakeholders in line with Council's Customer Service Charter.
- In conjunction with the Manager and Team, identify, research and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Act in a manner that represents Golden Plains Shire Council as a professional organisation.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The position has freedom to act limited by standards and procedures.
- The officer will exercise discretion in applying standards and procedures knowing the effect of decisions and actions within the organisation. The effect of decisions is limited to the Community Services Division.

JUDGEMENT AND DECISION MAKING

- Objectives are well defined with procedure, method or process selected from a range of available alternatives.
- Decisions are made after investigating and researching issues.
- Advice may be sought when required and guidance is available within the time available to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

The position requires:

- Well-developed administrative and project management skills.
- An understanding of technology, procedures and processes required for executive support.
- The ability to produce documents with accuracy including drafting reports and correspondence.
- The ability to understand and apply Council policies, external policies and standard operating procedures together with an appreciation of precedents in decision making.
- Well-developed knowledge of Windows based databases and applications for the production of a wide range of documents.
- Proficient use of financial software systems, raising and processing purchase orders and purchase card systems.
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MANAGEMENT SKILLS

The position requires:

- Strong time management skills with particular emphasis on prioritising work tasks and appointments and meeting performance targets.
- The ability to plan and organise work, and work unsupervised.

INTERPERSONAL SKILLS

- Ability to effectively communicate, with a broad range of people and ensure the smooth flow of information from one part of the team to another and across the organisation.
- Ability to gain co-operation and assistance from others and an ability to negotiate and resolve minor issues as they arise.
- Excellent written and verbal communication skills, including preparation of routine reports and correspondence.
- Motivated and diligent professional with a willingness to contribute as an effective and co-operative team member.
- A non-judgmental approach, valuing diversity and varying cultural beliefs.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing ideas and suggestions that promote safety awareness to the Safety System within the Department.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.

- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Supervisor, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required for the position would have been gained by completion of a post-secondary qualification or equivalent skills and knowledge gained through on the job training and experience.

KEY SELECTION CRITERIA

- Certificate in Administration or project management and/or previous experience in provision of administrative support within a human service or local government environment.
- Well-developed written and verbal communication skills.
- Demonstrated capacity to be flexible, to prioritise tasks, and manage own workload.
- Demonstrated ability to work effectively and collaboratively with a wide range of individuals and groups.
- Comprehensive computer skills, utilising software such as word processing, spread sheeting, databases and the internet.
- Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

APPROVAL

Prepared By:	Claire Tehan – Manager People and Culture
Approved By:	Lisa Letic – Director Community Services
Reviewed By (P&C):	People & Culture
Date:	February 2021
Employee Acceptance: (name and signature)	

Date:

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.