

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title: Administration Officer
Division: City Planning, Development and Transport
Unit: Health and Building
Management Level: Worker

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Business and Administration Manager

Titles of Positions which report to Administration Officer are:

Nil

Contractors for which this position is responsible:

Nil

3. PRIMARY PURPOSE OF POSITION

The primary purpose of this position is to manage and enter data, assist teams within Health and Building to operate efficiently by providing focussed and efficient administrative support with a strong customer focus, providing responsive and effective liaison and communication with the community, business and other stakeholders.

4. POSITION OBJECTIVES

The major objectives to be achieved by the administration officer are;

- Provide a high level of professional customer service to all internal and external customers.
- Exceptional data entry ensuring a high level of accuracy and to assist in maintaining and improving related databases.
- Adhere to and assist in developing effective procedures and practices.
- Demonstrate effective communication in the activities undertaken by the position.
- Demonstrate effective interpersonal skills by the establishment and maintenance of good working relationships with key stakeholders.
- Respond flexibly to organisational requirements for urgent or unexpected workload.

- Upgrade and continually monitor the administration and office systems and procedures within the Unit.
- Provide timely and relevant information to the Business and Administration Manager, Area Managers and Manager Health and Building.
- To ensure the efficient processing and management of all tasks under the responsibility of Health and Building Unit.
- Note all matters which come within the broad scope of Council's services and with relevance to Health and Building matters, liaise where necessary with the responsible area to ensure the issue is promptly handled.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behavior and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.
- To enforce essential fire service measures in accordance with Essential Services procedures as required.

5. POSITION ACCOUNTABILITIES

The position holder will be required to provide a complete and self-contained range of administrative support functions for Health and Building including:

- Accurately update and maintain database systems for all Health and Building disciplines in a timely manner.
- Ensure that all communication received (i.e. telephone calls, facsimiles, general enquires from the public and other Council employees) are handled and conveyed to the appropriate officer in a prompt and professional manner.
- Record promptly and professionally verbal and written complaints, using Council's current complaint system CSM, received from members of the public to ensure issues and problems can be effectively addressed.
- Produce reports as requested from Pathway and other relevant databases.
- Support the Business and Administration Manager, Area Managers and Manager Health and Building in maintaining systems to ensure matters identified for action are followed up and finalised and that urgent matters are dealt with in an appropriate manner.
- Assist Health and Building area team members in undertaking duties that may require activities away from the immediate work area (i.e. legionella control, surveys, urgent correspondence and One Stop Shop matters).
- Provide information to the Local community, customers and stakeholders on Council's Health & Building programs and other relevant activities.
- Assist the Manager Health and Building, Team Managers, and Business Support Officer to facilitate compliance with legislative, industrial and Council policy requirements and standards in areas including Equal Employment Opportunity, Work Health and Safety, and Rehabilitation.
- Provide effective administrative support services within the Unit including, but not limited to, assistance with petty cash reimbursements, purchasing, staff attendance sheets, record keeping of staff leave and liaising with Employee Services for Leave Applications and other payroll matters, minute taking, maintaining the effective operation of plant & equipment such as copiers, printers and faxes, maintaining stationary supplies.

- Carry out other administrative duties for Health & Building as directed by the Business and Administration Manager or Manager Health & Building, including, but not limited to:
typing, filing, photocopying, minute taking, follow up of returned correspondence, company searches, maintenance of registers, prepare information for Australian Bureau of Statistics, process the issue of quotes and fee proposals to clients, mail merge documents, excel spreadsheets, maintaining long service levy payments and related matters, process document access requests as required by the Government Information (Public Access) Act 2009 (GIPA Act).
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.
- Maintain the Essential Services database in accordance with procedures as required and assess fire safety certification received against identified requirements. Dispatch reminder letters to building owners advising of the necessity to submit annual fire safety statements. Take accurate contemporaneous notes of conversations or meetings and maintain electronic files. Attend meetings as required, communicate relevant issues and lease with Health and Building officers to keep them informed of developments to assist in achieving compliance.
- Issue penalty infringement notices in accordance with legislation and Essential Services guidelines.

6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Cooperating and complying with safe work method statements, policies and procedures and participating in their development
- Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
- Attending WHS training
- Complying with the requirements of the City's Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

7. AUTHORITY TO ACT

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed

/ implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

- The position holder is expected to be aware of and abide by the City's Awards, codes of conduct and other approved policies in the performance of their duties.

8. SELECTION CRITERIA

Essential Criteria

- Certificate IV in business administration or similar and/or experience and demonstrated abilities in administration support roles.
- Demonstrated understanding of customer service and quality deliverables.
- Demonstrated knowledge and experience with databases, competent keyboard skills, including relevant PC applications.
- Accurate data entry skills.
- Considerable interpersonal and communication skills.
- Demonstrate a commitment to Equal Employment Opportunity, Work Health and Safety and Cultural Diversity principles.

Desirable Criteria

- Ability to prioritise workload and meet tight deadlines.
- Experience with council's current systems – pathway and TRIM.
- An understanding of Local Government and its relationship with its customers, including Councils functions and services.
- Experience in dealing with customer concerns and providing information on Councils programs.
- An understanding of the Local Government Act 1993, Environmental Planning and Assessment Act and related Legislation.
- Have well developed report writing skills.