



POSITION DESCRIPTION

POSITION TITLE: Administration Support Officer
(Building Health and Compliance Services)

AWARD CLASSIFICATION: Victorian Local Authorities Award 2001 – Band 5

DIRECTORATE: Corporate and Community

APPROVED BY: **Group Manager Corporate and Community**

Date: **August 2019**

POSITION OBJECTIVES:

- To provide courteous, responsive and proactive customer service and provide support both internally and externally.
- To provide administration support for Council's Building, Health and Compliance, Services Unit, particularly Local Laws and Governance.
- Undertake limited governance project work in accordance with legislative and organisational policy requirements.

KEY RESPONSIBILITIES AND DUTIES:

- Provide responsive, courteous and reliable customer service in a timely manner, both external and internal.
- Provide responsive and courteous telephone and counter services including timely and accurate referral of contacts and enquiries.
- Maintain Council's Delegation and Authorisations Register
- Provide support and assistance to senior officers and team members as appropriate.
- Provide administrative support to the Building and Environmental Health teams as required.

ORGANISATIONAL RELATIONSHIPS:

Reports to: Team Leader Building Health and Compliance Services

Supervises: Nil

Internal Relationships: Councillors, Chief Executive Officer, Directors, Managers and Council Staff.

External Relationships: Community, State and Federal Government Departments, professional associations, contractors and consultants.

GUIDING PRINCIPLES

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

Progressive & Responsive – We are leaders in local government innovation and are responsive to the community.

Fair & Consistent – We are fair and consistent in our thinking, actions and decisions.

Open & Honest – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.

Selfless & Inclusive – We take a “Shire First” approach and value the participation and opinion of all.

OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of his/her duties to prevent injury to him/herself and others.
- The position is responsible for complying with the Council’s Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

RISK MANAGEMENT

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
- Ensure Council’s Risk Management Policy and Procedures are observed and complied with at a personal level.
- Participate actively in the identification and reporting of risks and contributing to implementation of identified controls.
- Perform the position functions and duties in accordance with risk management provisions of their position description or contract.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The freedom to act is governed by clear objectives, and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

JUDGEMENT AND DECISION MAKING

- The objectives of the work are usually well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Guidance and advice is usually available within time to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the long term goals of the unit in which they work and an appreciation of the long term goals of the wider organisation.
- Understanding of Workplace Health and Safety, Equal Opportunity and other legislation relating to the workplace.
- Knowledge of Local Government functions, legislation and regulations relevant to the position.
- Understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

MANAGEMENT SKILLS

- Skills in managing time, setting priorities and planning and organising one's own work.
- Understanding and an ability to implement basic personnel policies and practices including those related to equal opportunity, occupational health and safety and employees training and development.

INTER-PERSONAL SKILLS

- Ability to gain cooperation and assistance from clients, members of public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
- Skills in written communication to enable the preparation of routine correspondence and reports if required
- Ability to write reports and to prepare external correspondence.
- Use initiative and act professionally, with discretion, integrity and confidentiality.

QUALIFICATIONS AND EXPERIENCE

- Experience in the use of software packages and databases including Microsoft Word, Excel, Outlook and relevant Financial/Accounting software applications.

KEY SELECTION CRITERIA

Essential

- Significant experience in a similar role.
- Demonstrated ability to be highly organised and the ability to work under pressure to meet strict deadlines
- Ability to operate various software packages and databases including Microsoft Outlook, Word and Excel.
- Ability to prepare correspondence, develop spreadsheets and write reports.
- Excellent communication, interpersonal and customer service skills.
- Ability to act professionally, with honesty, integrity and confidentiality.
- High level of motivation and proven ability to work effectively in a team environment.

Desirable

- Experience in Local Government

TERMS AND CONDITIONS OF EMPLOYMENT

The Administration Support Officer (Building Health and Compliance Services) position is classified as a Band 5 within the Strathbogie Shire Council Enterprise Agreement 2015. The salary range for this position is within Band 5 plus 9.5% superannuation and Income Protection per annum commensurate with qualifications and experience. Normal hours are between 8.45am and 5.30pm with a 45 minute lunch break, Monday to Friday. Position is a part-time role of 3 days per week Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2015.

A six month probationary period applies.

SIGNATURES

Employee

Group Manager Corporate & Community

Name: _____

Name: _____

Signed: _____

Signed: _____

Date: _____

Date: _____