


POSITION DESCRIPTION		
	Position Title:	Administration Officer
	Position Number:	P00215
	Directorate:	
	Service:	
	Location:	Katoomba Works Depot
	Date Created/Updated	
	Position Classification:	Band: 2 Level: 2 Grade: 2

POSITION PURPOSE/OBJECTIVE

To provide administrative support to the Service Delivery directorate with major focus on City Presentation Branch in particular support to Manager City Presentation and branches within.

To provide support in the development and maintenance of business systems and processes to ensure that Service Delivery perform in a competitive, efficient and cost effective manner. City Services has set in place a goal of providing a customer focus, quality service delivery, environmental protection, staff satisfaction and business sustainability.

RELATIONSHIPS

Reports to:	Coordinator, Business Performance
Reports to:	
Staff Responsibility:	Nil
Key Internal Relationships:	Service Delivery staff Liaison with other staff at all levels of the organisation.
Key External Relationships:	Residents and community group members Contractors

KEY RESPONSIBILITIES

1. To effectively manage the day-to-day administrative tasks and carry out all work of the relevant functions assigned to you.
2. Deliver outcomes that meet the performance objectives of the administration function that comply with the Directorate objectives.
3. Comply with all tasks, work procedures and instructions in a quality and timely manner.
4. Support and encourage a team-based approach to the administration requirements of Service Delivery.

5. Ensure that all work activities are carried out in accordance with Service Deliver and Council's adopted policies and procedures and, comply with the budgetary, Service Level Specifications, Management System and any legislative or regulatory requirements.
 6. Provide administrative support to the Building Services, Built Cleansing, Parks & Public Domain, Sporting Grounds, and Cemeteries team
 7. Provide administrative support to the Asset Inspectors for Park, Built Assets and Public Trees
 8. Provide assistance to the Manager City Presentation and their staff in ensuring that they meet customer service requirements
 9. Respond in a timely and courteous manner to enquiries, complaints, non-conformances, incident reports and requests relating to the area of your responsibility.
 10. Process invoices both internally and externally for the City Presentation Branch as required.
 11. Monthly journaling reports for City Presentation Branch
 12. Support the Coordinator, Business Performance and other administrative staff at the depot to ensure an efficient level of administrative support is provided to the branches located at the depot. This is reciprocal with all administrative staff based at the depots.
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Guiding Principles

- We act as one organisation responding to the changing needs of our LGA and community
- We are strategy led, driven by our Community Strategic Plan with clear priorities and focus
- We are service focused ` we continuously improve service provision and provide excellent customer service
- We collaborate and work together to achieve our outcomes
- We ensure safety and well-being is at the centre of our organisation, operations and culture
- We are a financially sustainable organisation, living within our means, ensuring best value resource allocation

These Guidelines complement the Council's adopted Values of: Work Together; Work Safe Home safe; Service Excellence; Value for Money; Trust and Respect; and, Supporting Community

Workplace Health & Safety

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to: identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations.

You have the right to cease or direct cessation of unsafe work. In addition you are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMMUNICATION

This position requires excellent customer service and interpersonal skills in dealing with internal and external staff, attending and contributing to meetings, seeking agreement and solving problems relating to business systems utilised by Service Delivery staff is required. A high level of written communication skill is required for preparing specialised controlled documents including safe working method statements and operational manuals.

JUDGEMENT & PROBLEM SOLVING

The position is required to make decisions on daily and weekly basis given work priorities, within approved programs and guidelines. Judgement and problem solving are used to change and improve controlled documentation, assess options and/or allocate work.

Must be able to organise and plan workflow, set priorities, and achieve deadlines without supervision.

AUTHORITY

Delegated authority of \$500 is allocated to this role.

This position takes operational directions from the Coordinator, Business Performance and is responsible for the completion of work requiring administrative skills.

SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

ESSENTIAL

- A diverse range of demonstrated administration, planning and management skills typically gained over a period of in excess of 5 years.
- Demonstrated knowledge of business systems.
- Knowledge of internal environmental and quality system audits and experience in raising non-conformances.
- High-level computer skills including spreadsheet, word processing, and databases.
- Sound written and oral communication skills with a demonstrated ability to prepare operational documents such as manuals and safe work method statements.
- Working knowledge of quality assurance processes and systems including document control.
- Ability to work under pressure, handle multiple tasks and, demonstrate initiative within a team environment.
- Well-developed interpersonal skills that include the ability to work with others and gain co-operation from a wide range of staff with differing perspective and goals.
- Drivers Licence, Class "C".
- Sound knowledge and commitment to WHS & EEO principles.

DESIRABLE

- Conflict resolution skills and experience.
- An understanding of Local Government functions, issues and Council's role in the community, or the ability to quickly acquire such knowledge.
- Administrative support to marketing activities.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

***Note - To be completed with the Recruitment Requisition form by the requesting Manager/Supervisor. Please contact the OH&S Officer if assistance is required in completing this form.**

Position: Administration Officer

Responsible Manager/Supervisor: Coordinator, Business Performance

Signature: _____

Date: 2 May 2018

Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed, ratings as follows:

No Exposure = 0	Low Exposure 0 – 2hrs daily = 1
Medium Exposure 2 – 4hrs daily = 2	High Exposure 4 – 8hrs daily = 3

PHYSICAL REQUIREMENTS				WORKING CONDITIONS			
Heavy Manual Tasks	0	Shovelling/Digging	0	CHEMICALS		PHYSICAL	
Light Manual Tasks	1	Pushing loads > 5kgs	0	Dusts	0	Inside Work	3
Repetitive Lifting	0	Pulling loads >5kgs	0	Liquids	0	Outside Work	0
Trunk Twisting	0	Frequent bending/ stooping	0	Mists / Fumes	0	High Temperatures > 38deg	0
Standing for extended periods	0	Sitting for extended periods	3	Gases/Vapours	0	Low Temperatures < 3 deg	0
Kneeling for extended periods	0	Hearing above background noise	0	Odours	0	Operating Machinery	0
Extend arms for reaching	0	Walking on uneven ground	0	Working with Solvents	0	Working Near Machinery	0
Elevating arms above shoulder height	0	Walking for extended periods	0			Working at Heights	0
		Colour Vision	0	BIOLOGICAL		Noisy Work Areas	0
Climbing to access/ exit excavations	0	Depth Perception	0	Possible exposure to Hepatitis A, B, C	0	Vibration	0
Throwing	0	Balancing	0	Pesticide Spraying	0	Confined Spaces	0
Crawling	0	Fine Manipulation	0	Herbicide Spraying	0	Prolonged Driving (Periods > 2hours)	0
				Possible exposure to Tetanus	0	Working Alone	2
						Overhead Work	0
USE OF PERSONAL PROTECTIVE EQUIPMENT						Use of Computer for screen based activities.	3
Safety Boots/Shoes	0			BIOMECHANICAL		Prolonged Sitting (Periods > 1hour)	3
Dust Mask/ Respirator	0			Repetitiveness	3	Prolonged Standing (periods > 1 hour)	0
Protective Eyewear	0			Fatigue	0		
Ear plugs/Muffs	0						
Hard Hat	0						

Provide a brief description of the job requirements:
Provide Administration Assistance as required within City Services