



## POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

<b>POSITION TITLE:</b>	<b>ADMINISTRATION OFFICER</b>
<b>WORKPLACE AGREEMENT:</b>	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT NO 14. 2021 (as amended or replaced)
<b>CLASSIFICATION:</b>	MOA LEVEL 2 – 3 (dependent on skills and experience)
<b>DEPARTMENT / DIVISION:</b>	<b>CITY DEVELOPMENT / BUSINESS SERVICES</b>
<b>POLICE CLEARANCE:</b>	NOT REQUIRED
<b>REPORTS TO:</b>	TEAM LEADER BUSINESS SERVICES
<b>DIRECT REPORTS:</b>	NIL
<b>POSITION NUMBER:</b>	VARIOUS

<b>POSITION OBJECTIVES:</b>	Work collaboratively across Council to provide consistent, efficient and effective administrative, operational and project support to the Department to enable optimum service delivery to the community.
<b>VALUES AND BEHAVIOURS:</b>	<p>These Values empower us to <b>ReACH</b> towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work.</p> <p><b>Respectful</b></p> <ul style="list-style-type: none"> <li>• Create a sense of belonging &amp; pride in the Salisbury community</li> <li>• Respect individual differences</li> <li>• Speak up when you don't feel respected, or are not being treated respectfully</li> <li>• Look after the wellbeing of our community, ourselves and those around us</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Take personal ownership and follow through</li> <li>• Deliver on what we say we will do</li> <li>• Believe that the Community comes first</li> <li>• Speak up when it is important</li> </ul>

	<p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>• Work together, committed to a common purpose</li> <li>• Openly share information</li> <li>• Find ways to connect people for better outcomes</li> </ul> <p><b>Helpful</b></p> <ul style="list-style-type: none"> <li>• Listen and focus on what we can do</li> <li>• Create new futures and look for opportunities</li> <li>• Make a positive difference</li> </ul>
<p><b>KEY RESPONSIBILITIES:</b></p>	<ul style="list-style-type: none"> <li>• Provide administrative support to the City Development Department through a broad range of tasks (including but not limited to): <ul style="list-style-type: none"> <li>○ Customer service</li> <li>○ Financial management</li> <li>○ Record management</li> <li>○ General and other adhoc administration tasks.</li> </ul> </li> <li>• As a Team Champion/Business Partner provide specific administrative support to relevant Division or Team, such as: <ul style="list-style-type: none"> <li>○ Development Services</li> <li>○ Environmental Health</li> <li>○ Community Compliance</li> <li>○ Strategic Projects</li> <li>○ City Shaping</li> <li>○ Project Support.</li> </ul> </li> <li>• Perform a range of high level administrative functions associated with the administration of relevant Acts and Regulations.</li> <li>• Liaise with relevant government bodies/agencies in relation to Fines Enforcement and Recovery processes and procedures to ensure the effective enforcement of expiations and registration search procedures and processes.</li> <li>• Undertake ongoing system administration, maintenance, enhancement and end user support (both internal and external) for the relevant Information Systems of the Department, particularly systems parameters and workflows.</li> <li>• Provide ongoing training and support to internal customers in relation to computer software relevant to the operations of the Department.</li> <li>• Contribute to the ongoing continuous improvement of processes, practices, policies and procedures within the Department.</li> <li>• Provide prompt, courteous and high-quality customer service when dealing with all levels and types of enquiries from internal and external customers.</li> <li>• Undertake coordination of minor initiatives and/or projects and conduct adhoc research as requested.</li> <li>• Support City Development teams with day to day operations, including assisting with enquiries through the use of corporate systems and operational procedures and processes.</li> <li>• Provide back-up support to other administrative roles across Department during peak periods and leave.</li> <li>• Maintain a commitment to personal and professional development, with a willingness and ability to learn new systems and keep existing skills updated.</li> </ul>

<b>WHS RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions.</li> <li>• Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above.</li> <li>• Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting.</li> <li>• Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews.</li> <li>• Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council's Drug and Alcohol Policy.</li> <li>• Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).</li> </ul>
<b>GENERAL RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time.</li> <li>• To manage all Corporate Records in accordance with required procedures.</li> <li>• Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.</li> </ul>
<b>ESSENTIAL SELECTION CRITERIA:</b>	<ul style="list-style-type: none"> <li>• Previous demonstrated experience working within a similar complex administrative environment.</li> <li>• Ability to work with a high level of autonomy to coordinate and prioritise tasks, exhibiting ongoing initiative, to best facilitate the provision of administrative functions within the Department.</li> <li>• Demonstrated excellent organisational skills and ability to prioritise tasks in order to meet required deadlines.</li> <li>• Demonstrated ability to exhibit a high degree of judgement, initiative confidentiality and sensitivity.</li> <li>• Highly developed written and verbal communication skills.</li> <li>• High level of customer service, interpersonal and conflict resolution skills together with a proven ability to gain cooperation and support of others in meeting objectives.</li> <li>• Advanced skills in the use of multiple computer programs relevant to the role.</li> <li>• Ability to impart knowledge and skills in providing training to other team members consistent with classification level.</li> <li>• Advanced knowledge in office equipment and general office procedures.</li> <li>• Sound knowledge in work practices and policies relevant to the service delivery functions of the Department.</li> <li>• Sound knowledge of policies and regulations relating to the work area.</li> <li>• Sound knowledge of the statutory requirements relevant to the work area.</li> </ul>

<b>DESIRABLE SELECTION CRITERIA:</b>	<b>Experience and/or Qualifications</b> <ul style="list-style-type: none"> <li>• General knowledge in the role of Local Government and the services provided by Council.</li> </ul>
<b>EXTENT OF AUTHORITY:</b>	<ul style="list-style-type: none"> <li>• Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.</li> </ul>

<b>POSITION INCUMBENT NAME:</b>	<b>SIGNATURE:</b>	<b>DATE:</b>