

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Senior Administration Officer</b>
<b>Reporting to:</b>	Council Services Manager
<b>Status:</b>	Permanent, full time
<b>Salary:</b>	Level 5
<b>Award Conditions:</b>	Local Government Industry Award 2020
<b>Location:</b>	Various

## POSITION STATEMENT

This Senior Administration Officer will supervise the administrative services team within each West Arnhem Regional Council's geographical location to ensure the delivery of high-quality customer service and administrative support.

## ACCOUNTABILITIES & RESPONSIBILITIES

<b>Strategic Team Management</b>	<ul style="list-style-type: none"> <li>• Provide advice and support to the Council Services Manager/Administration Co-ordinator (respectively) to ensure that high quality customer service and administrative support is provided to support the delivery of Council services, such as, visitor accommodation; staff housing; freight and logistics; program, project, community and agency activities; records management; finance and human resources administration.</li> </ul>
<b>Operational Team Management</b>	<ul style="list-style-type: none"> <li>• Oversight administrative support in accordance with established policies, procedures and practices for the relevant activity.</li> <li>• Oversee the general smooth running of the Council office, including but not limited to: <ul style="list-style-type: none"> <li>○ the office environment and its surrounds are welcoming, functional and practical for staff, customers and visitors;</li> <li>○ the office and staff amenities are well maintained and clean;</li> <li>○ stock levels for office stationery and consumables are adequate;</li> <li>○ office plant and equipment are in good working order; and</li> <li>○ procedures are followed for the booking of resources (such as but not limited to: pool vehicles, Council facilities, and visitor's accommodation).</li> </ul> </li> <li>• Provide guidance and support to direct staff and monitor work performance, to ensure: <ul style="list-style-type: none"> <li>○ staff are thoroughly inducted, trained and informed in relation to performing work tasks;</li> <li>○ safe and effective work practices are being followed;</li> <li>○ work with the People &amp; Leadership Team to ensure regular performance appraisals are carried out, in accordance with Council's policies and procedures;</li> <li>○ staff attendance is monitored and recorded accurately and timesheets are submitted on time; and</li> </ul> </li> </ul>



*P Findley*

CEO :

Date: \_\_\_\_\_ August 2020



	<ul style="list-style-type: none"> <li>○ participation in staff meetings, training and continuous improvement practices.</li> <li>● Ensure interactions with the public are conducted in a respectful and courteous manner, and enquiries and complaints from the public are dealt with in a timely manner.</li> <li>● Ensure works orders are completed in the Work Request Database and filed in the records management system.</li> <li>● Ensure postal services are carried out in a timely manner and provide relief as required; ensure compliance with the Community Postal Agency Agreement / Australia Post Licensee Agreement as required.</li> <li>● Monitor, evaluate and manage staff performance to enable individual and team professional growth and development.</li> <li>● Other duties commensurate with skills and experience.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>● Oversee the performance of your team and complete performance reviews and training/development plans to ensure timely feedback, give appropriate recognition which reflects the contribution of staff who have the required skills and motivation to do the job.</li> <li>● Develop a team approach to problem solving and encourage innovative practice.</li> <li>● Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and West Arnhem Regional Council personnel.</li> <li>● Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>● Monitor, direct and ensure all Local Government services and programs are conducted in accordance with statutory requirements, WARC policies and procedures, budgets and funding guidelines and best practices.</li> <li>● Comply with all relevant legislation and regulations.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>● Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.</li> <li>● Contribute to organisational continuous quality improvement and internal reporting to the Council Services Manager.</li> <li>● Take reasonable care to protect the health and safety of staff and others.</li> <li>● Actively participate in safety improvement activities.</li> </ul>
<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>● Comply with the West Arnhem Regional Council 'Code of Conduct' and all other policies and procedures adopted by the West Arnhem Regional Council as varied from time to time.</li> <li>● Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.</li> <li>● Other duties, consistent with skills and experience, as directed by the Council Services Manager.</li> </ul>



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## SELECTION CRITERIA

<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Certificate or Diploma in Business Administration or equivalent work-related experience</li> <li>2. Demonstrable experience managing a small team.</li> <li>3. Sound knowledge and experience in office administration, and a reasonable understanding of accounting or finance practices.</li> <li>4. Well-developed written and verbal communication skills.</li> <li>5. Well-developed interpersonal skills with the ability to remain calm under pressure, to use initiative and good judgement to solve problems.</li> <li>6. Good skills in the use of Microsoft Office, in particular Outlook, Word and Excel, and the ability to quickly learn new systems as required.</li> <li>7. Strong organisational skills and attention to detail, coupled with proven ability to complete tasks within required timeframes.</li> <li>8. Ability to work independently and as a member of a team.</li> <li>9. Ability to be discreet, maintain confidentiality and discern sensitive issues.</li> <li>10. Ability to supervise and mentor staff in a cross-cultural environment within the context of developing the capacity of local Indigenous people.</li> <li>11. Good understanding of Work Health and Safety in the workplace.</li> <li>12. Current Northern Territory Driver's Licence.</li> <li>13. National Criminal History Check clearance.</li> <li>14. Current Working with Children/Ochre Card.</li> </ol>
<b>Desirable</b>	<ol style="list-style-type: none"> <li>1. Demonstrable experience in a similar role working in a remote location.</li> <li>2. Strong understanding and appreciation of Indigenous culture and living and working in small remote aboriginal communities.</li> </ol>

## YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

**This position manages a specialist unit.**

Freedom to act is governed by broad goals, policies, legislation and budgets with periodical reviews to ensure achievement of goals.

Decisions and actions have an effect on the operational unit and the wider organisation.

When developing policy options and strategic plans, freedom to act is determined by the Chief Operating Officer.

The advice provided is relied upon for guidance and justification for adopting particular policies and procedures, where the impact may be substantial.

**Reports to**

Council Services Manager



*P Firdley*

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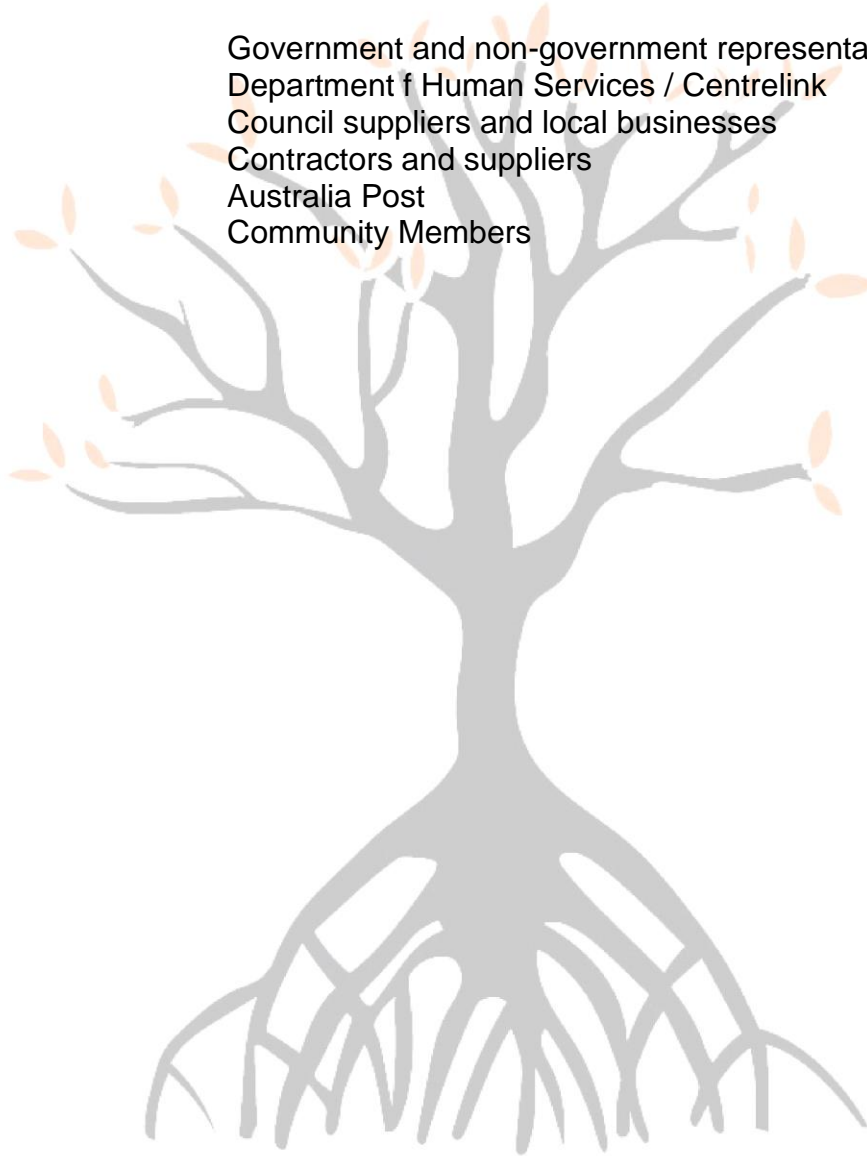


**Internal**

Chief Operating Officer  
Council Services Managers  
Administration Staff  
Cleaning Staff  
People & Learning Team  
All Staff

**External**

Government and non-government representatives  
Department of Human Services / Centrelink  
Council suppliers and local businesses  
Contractors and suppliers  
Australia Post  
Community Members



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**CEO :**

Date: August 2020

