



POSITION DESCRIPTION

POSITION TITLE:	Administration Assistant - Operations
AWARD CLASSIFICATION:	Victorian Local Authorities Award 2001 – Band 4
DIRECTORATE:	Community Assets
APPROVED BY:	Group Manager Community Assets
Date:	1 July 2019

POSITION OBJECTIVES:

- To provide administration assistance to the Manger Operations
- To carry out general administration duties and provide support to Operations Coordinator and Works officers.
- To assist and provide backup to the Administration Officer as required

KEY RESPONSIBILITIES AND DUTIES:

- Provide administration assistance and support to the Operations Manager
- Assist Works staff to coordinate time sheets and work orders.
- Provide general administration to Operations Coordinator and Works Officers
- Communicate with suppliers and service providers to obtain quotations for minor purchases in accordance with Council's procurement policy
- Assist with organising training of other staff members as requested.
- Monitor the customer services requests and update requests.
- Answer Works Depot phone calls and handle enquiries.
- Complete basic correspondence and provide support to Department.
- As required record all data relating to reactive and routine maintenance activities by Works Staff and Contractors into The Works Management System.
- Provide excellent customer service to all areas of Council, the community and other external stakeholders.
- Perform duties in accordance with the *Occupational Health & Safety Act 2004*, Regulations, Codes of Practice and Council Policies and Procedures.
- Actively participate in continuous improvement initiatives and implement responsive and flexible work practices to improve all operational processes within Works
- Where required record all data relating to reactive and routine maintenance activities by Works Staff and Contractors into The Works Management System.
- Undertake any other duties as are reasonable within skills, competency and training

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Operations
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.

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

- Ability to operate various software packages and databases including Microsoft Outlook, Word and Excel. Typing speed 60-80 wpm is desirable.
- Ability to manage simple financial systems, handle correspondence, develop spreadsheets and write reports.
- Understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and, where appropriate, an appreciation of the goals of the wider organisation.

MANAGEMENT SKILLS

- Ability to manage time and to plan and organise own work load to meet the objectives of the position.
- Basic knowledge of personnel practices.

INTER-PERSONAL SKILLS

- 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.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Skills in written communication to enable the preparation of routine correspondence and reports if required.

QUALIFICATIONS AND EXPERIENCE

- Experience in developing spreadsheets and inputting data.
- Current Victorian Drivers Licence is desirable.

KEY SELECTION CRITERIA

Essential

- Experience in administration preferably in a local government environment
- Experience in developing spreadsheets and inputting data.
- Ability to operate various software packages and databases including Microsoft Outlook, Word and Excel.
- 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.
- Demonstrated organisational and time management skills.
- Ability to work within a team environment.

Desirable

- Ability to manage simple financial systems, handle correspondence and write reports.
- Ability to operate Council's Customer Request and Works Management Systems, as well as Council's Procurement System.
- Current Victorian Driver's Licence.

TERMS AND CONDITIONS OF EMPLOYMENT

The Administration Assistant position is classified as a Band 4 within the Strathbogie Shire Council Enterprise Agreement 2015. The salary range for this position is within Band 4 plus 9.5% superannuation and Income Protection per annum commensurate with qualifications and experience. Normal hours are between 7.45am and 4.30pm with a 45 minute lunch break, Monday to Friday. 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

Name:

Signed:

Date:

Group Manager Community Assets

Name:

Signed:

Date: