

POSITION DESCRIPTION

COMMUNITY RECOVERY ADMINISTRATION OFFICER (AGR1242)

Award Classification	Victorian Local Authorities Award 2001 – Band 4
Directorate	Community & Planning
Reports to	Manager Community Recovery and Resilience
Supervises	Nil
Approved By	Director Community & Planning, January 2026

OUR 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.

POSITION OBJECTIVES

- Provide administrative support to the Bushfire Recovery Team
- Provide courteous, accurate, responsive, and proactive customer service and provide support both internally and externally.
- Provide support to recovery staff and the delivery of Strathbogie Shire Council’s Recovery and Resilience Plan/s.
- Assist in the day to day running of the Recovery Hub.

KEY RESPONSIBILITIES AND DUTIES

- Provide administration support to the Bushfire Recovery Team
- Support the delivery of Council’s recovery hub and the Strathbogie Shire Council’s Recovery and Resilience Plan/s
- Provide support to Councils broader Emergency Management Recovery staff to assist with the efficient execution of the relevant recovery functions.
Act as the first point of contact for recovery enquiries.
- Assist in the production of reports, agenda items, correspondence, memos, submissions, permits, contracts relevant to the daily operation of Councils Emergency Recovery functions.
- Aid all Council staff and agency representatives relating to Bushfire recovery including maintaining and updating website pages.
- Assist with technical/administrative duties associated with the customer request system and maintaining electronic documents.
- Aid in populating and maintaining the various systems and data bases.
- Perform other reasonable duties as directed by your manager and undertake relevant emergency management tasks including building community resilience to future natural disaster events.
- Support an integrated and sustainable approach to recovery support services.
- Coordinate and prepare documentation in relation to purchasing, grant acquittals etc.
- Follow-up action on correspondence/reports, enquires to ensure the communication is captured, relayed and followed up in a timely manner.
- Provide high quality customer service and maintain positive public relations.

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- Document enquiries, complaints and incidents pertaining to the delivery of the services, as appropriate.
- Provide responsive, courteous, and reliable customer service in a timely manner, both external and internal.
- Implement responsive and flexible work practices to accommodate the operations needs in the administration of activities.
- Provide support and assistance to senior officers and team members as appropriate.
- Participate in meetings as required.
- Maintain a broader knowledge of activities and services provided by the shire to assist customer enquiries.
- Perform other duties as required that are aligned with employee's skills, competencies and training.

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

- Accountable to the Manager Community Recovery and Resilience for the quality, effectiveness, cost and the timelines of work plans and programs and for the care of the assets being used.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise some discretion in the application of established standards and procedures.
- The maintenance of registers is limited by legislation, and standards and procedures set by the Emergency Management Unit or Council.

JUDGEMENT AND DECISION MAKING

- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Required to record, investigate, and respond to inquiries within the scope of the position.
- Guidance and advice are always available within time to make a choice.
- Make decisions on matters, which are the responsibility of the position, provided that these are within delegated authority, legislative requirements and Council's policy.

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SPECIALIST KNOWLEDGE AND SKILLS

- 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.
- Understanding of Workplace Health and Safety, Equal Opportunity and other legislation relating to the workplace.

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.

INTERPERSONAL SKILLS

- 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.
- Provision of quality customer service and information with the aim of all requests to be handled in a courteous, efficient and professional manner.
- Excellent communication skills including an ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both internally and externally.
- Use initiative and act professionally, with discretion, integrity, and confidentiality.
- Encourage sharing of information with team members; including general issues and OH&S and participate in a way that contributes to becoming an effective, efficient and customer focused team.

QUALIFICATIONS AND EXPERIENCE

- Previous experience in an administrative role.
- Experience in the use of software packages and databases including Microsoft Word, Excel, Outlook, and relevant software applications.
- Previous experience in and an understanding of community recovery would be an advantage.
- Previous experience in a local government administration dealing with external customers.

KEY SELECTION CRITERIA

Essential

- Excellent administration skills including an ability to provide excellent customer service both internally and externally.
- Ability to manage multiple tasks effectively with a high degree of flexibility within a changing workplace environment.
- Ability to deal positively with ambiguity and change.
- Excellent communication, interpersonal and customer relations skills.
- Professional presentation including a courteous phone manner.
- Ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both externally and internally.
- Use initiative and act professionally, with discretion, integrity and confidentiality.
- Experience in the use of software packages and databases including Microsoft Word, Excel, Outlook and relevant Financial/Accounting software applications.

Desirable

- Experience in a Local Government Industry.
- Previous experience in and an understanding of community recovery.

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TERMS AND CONDITIONS OF EMPLOYMENT

The Community Recovery Administration Officer position is classified as a Band 4 within the Strathbogie Shire Council Enterprise Agreement 2023. The salary range for this position is within Band 4 plus superannuation in line with legislation and Income Protection per annum commensurate with qualifications and experience. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, personal, and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2023.

SIGNATURES

EMPLOYEE	DIRECTOR COMMUNITY & PLANNING
Name:	Name:
Signed:	Signed:
Date:	Date: