

# Position Description



## Job Details

Job Title: Administrative Support Officer  
Reports to: Manager  
Group:  
Position Number:  
Grade: 3  
Date: March 2024  
Objective Doc Ref: A226089

## Position Purpose/Job Summary

The Administrator provides administrative services within the department and/or branch, coordinating a range of activities to support the delivery of business objectives.

## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- Skills and experience in administration procedures, equipment, systems and services with the ability to provide best practice administrative support across the department and/or branch
- Organisation, project and time management skills combined with the ability to work unsupervised, handling competing priorities to adapt to fluctuating workloads and changing priorities
- Ability to apply initiative and problem solve on issues encountered in day-to-day activities and in the coordination of service delivery to determine and implement an appropriate course of action
- Skills and experience working within a customer service environment with the ability to achieve a high level of customer satisfaction combined with the ability to respond appropriately to customer requests and meet customer service requirements
- Interpersonal and communication skills including oral, written and verbal skills, for correction of spelling and grammar in documentation and exchange of information with a diverse range of stakeholders including internal and external customers
- Knowledge of Council operations and relevant policy and procedures
- Experience in all MS Office applications (Excel, Word, PowerPoint), including email and internet as well as databases
- Qualifications and work experience in a relevant field

## Key Accountabilities – Position Specific

1. Provide administrative and/or support services for the business unit /service delivery area to contribute to the achievement of business objectives and smooth functioning of operations
2. Provide customer service, fielding and responding to enquiries and requests from customers, identifying their needs and addressing or referring promptly to implement an appropriate

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course of action and provide solutions
3. Liaise with clients to process sales, taking bookings, coordinating requirements with users and staff for facilities and undertaking event coordination for functions and ground hire to ensure facility is presentable and ready for clients booking
4. Participate and contribute to the review of local work practices and processes and review and amend forms, documents, letters and checklists to contribute to quality customer service and achievement of business objectives
5. Review and contribute to the development of process improvement actions within scope of administrative support services to increase business operational efficiency and deliver improved services
6. Contribute to the coordination and maintenance of business processes to ensure ongoing accuracy, reliability and to ensure requirements are met
7. Provide specific and targeted administration and support services such as maintenance of databases and filing systems, meeting coordination, stakeholder liaison, bookings processing, applications processing, policy compliance, registration applications, processing of unit related notices/documentation, data entry or statistical reporting to achieve specific stakeholder, user or project requirements and objectives

Key Accountabilities – Core	
1.	Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2.	Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3.	Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4.	Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council
5.	All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships
Direct: Nil
No. of Indirect: Nil

Key Relationships	
<b>1 Internal</b>	
Communicating with	Nature of Communication

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Staff within the department and/or organisation, councillors	Daily and on a face to face basis, to maintain relationships; exchange information, inform and instruct, provide advice and respond to requests for administrative support; and to resolve customer enquiries
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## Key Relationships

### 2 External

Communicating with	Nature of Communication
Customers, residents, Government bodies, external stakeholders and suppliers and consultants	To seek input, request quotes, resolve issues, answer enquiries, exchange information, Provide progress reports / status on matters and customer requests, provide statistical data and provide advice where necessary

## Position Dimensions

See relevant position delegation.

## Decision making Authority & Accountability

- The General Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
- The position has the autonomy to prioritise daily workloads and manage resources to ensure the efficient co-ordination of activities
- The position takes into consideration information gathered, needs of customers, users and stakeholders in determining and implementing appropriate solutions and action
- The position is guided in its decision making by relevant Council policies and relevant Legislation and follows Council's policies, procedures and other relevant guidelines and regulations to ensure that information provided is relevant and current
- The position is held accountable for the quality and accuracy of information provided to internal and/or external customers

## Problem Solving

- The position operates in an environment with well-defined and limited number of methods, techniques or processes, which may be used in completing the work and a requirement to determine its own work program within established priorities
- This role is expected to work innovatively and effectively to deliver outcomes that meet the changing needs of the community/Council
- The position is expected to operate with independence in solving problems and using judgement

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## Competencies

Performance in this role will be assessed on 6 core competencies that apply consistently to all jobs within Council. Each year performance criteria including 6 relevant job specific competencies (identified in the Job Specific Skills Dictionary) and an Individual Work Plan will be negotiated and established in consultation with your manager.

## Signature

<b>Employee:</b>	<b>Signature</b>	<b>Date</b>
<b>Authorised by: (Manager)</b>	<b>Signature</b>	<b>Date</b>