

POSITION DESCRIPTION		
<b>Position Title:</b> Administration Officer	<b>Classification:</b> Band 2 Level 1 Grade 8	<b>Position Number:</b> BHCC-CCE-03
<b>Group/Area:</b> Corporate Administration	<b>Reports to:</b> Manager Corporate and Customer Experience	<b>Hours per week:</b> 35
<b>Our Organisation:</b> <b>Vision:</b> Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world. <b>Mission:</b> Council provides responsive community leadership to enhance community living and facilitate a prosperous economy. <b>Our Values:</b> Accountability, Pride, Perseverance, Courage and Honesty, Teamwork		
<b>Position Objective:</b> This role plays a critical function in the coordination and delivery of governance and corporate administration support to ensure operational and customer service requirements are met. As a member of a shared services support team, this role will work closely with other corporate teams and the Manager Corporate and Customer Experience to provide a high level of administration support to divisions and the team to meet required objectives.		
<b>Key Stakeholders:</b> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Chief Financial Officer</li> <li>• Director Corporate and Community</li> <li>• Director Infrastructure and Environment</li> <li>• Manager Corporate and Customer Experience</li> <li>• Executive Leadership Team</li> <li>• Council committees</li> <li>• Local, State and Federal agency representatives</li> <li>• Corporate Services team</li> <li>• Other Council departments</li> <li>• Residents, ratepayers and other users of Council services</li> <li>• Suppliers and contractors</li> </ul>		
<b>Reporting Lines:</b> <ul style="list-style-type: none"> <li>• This position reports to the Manager Corporate and Customer Experience.</li> <li>• The position does not supervise any other employees.</li> </ul>		
<b>Accountabilities</b>		
<b>You will use your professional skills and experience to:</b> <ul style="list-style-type: none"> <li>• Provide an in-depth understanding of the operational requirements of the organisation to be able to deliver quality customer service solutions to both internal and external stakeholders.</li> <li>• Provide an in-depth understanding of divisional outcomes; to enable you to administer systems, policies, plans, documents and processes within your team or for other departments you may support.</li> </ul>		

- Participate and provide administrative support to community engagement activities aligned to developing, implementing and communicating corporate and division functions to build relationships and networks and maintain a consultative approach with our community.
- Proactively work through allocated duties and projects to meet your own and allocated team objectives, within required deadlines and legislated timeframes.
- Participate in work rotations to carry out critical specialised administration functions, such as but not limited to, development and assessment process, certificates, permits, approvals, notices, fees, charges, concessions and applications.
- Operate in a highly technology-based set of systems and upskill as new systems are installed.
- Undertake research to source accurate information on strategic and/or operational issues to draft documents, plans, correspondence, papers, briefs, reports, presentations, as required.
- Undertake research and development of policy, for management review and approval.
- Collate accurate statistical information and analysis data for reporting purposes.
- Research and preparation of reference documents, agendas, minute taking, and coordination of action items for designated meetings or groups.
- Support Council committees or other designated work groups to ensure the functions of Council are supported, such as but not limited to Local Traffic Committee and Local Emergency Management Committee.
- Administrative management of corporate, divisional or other workgroup manuals, procedures, processes, brochures and forms.
- Administrative management of assigned databases and system registers.
- Administrative management of processes for tenders, quotations, contracts and agreements or other legal documents.
- Administrative management of Council's corporate travel requirements and processes.
- Administrative management of Council's corporate advertising requirements and processes.
- Assist in the management and administration of the Customer Request Management (CRM) systems and processes.
- Undertake administrative duties including mail distribution, filing, data entry, scanning, drafting standard or ad hoc correspondence, brochures and forms; electronic records management, file research, binding, document publishing, accounts payments or reconciliations, including Government levies and fees.
- Action and update corporate communication channels; including mailbox management, intranet items and website content.

***Supporting Council's leaders to achieve operational outcomes:***

- Assist and support the Manager Corporate and Customer Experience to meet administrative and governance objectives including but not limited to the collation of information for strategic plans and reports, receipt, research and response to Government Information and Public Access (GIPA) privacy or protected disclosure requests, subpoenas, investigations, court proceedings or similar within specified timeframes.
- Build rapport and develop a relationship of trust with divisional leaders and team members to ensure divisional objectives are met.
- Assist division leaders by maintaining positive working relationships and channels of communication with a wide range of stakeholders, including Council staff, other councils, government agencies and members of the community.
- Provide a high standard of administrative support to division leaders.
- Ensure that the division is adequately supported to achieve performance reporting and/or legislated compliance requirements, and these processes are monitored and reviewed on a scheduled basis.
- Analyse enquiries and requests from internal and external stakeholders, determine and take appropriate action on behalf of division leaders as requested, including assigning enquiry to appropriate personnel.

**Supporting functions to achieve operational outcomes:**

- Provide backup support to Council's frontline customer relations team; including undertaking of processes and monitoring of telephone communications and associated software.
- Provide support to the Manager Corporate and Customer Experience, as required.
- Provide support to other team members or areas, as required.
- Provide training and guidance to team members and internal customers on the effective use of systems and processes.
- Understand the Business Paper Process and provide support to Council meeting processes including live minutes, where planned.
- Provide support to Executive Support Officer to ensure operational objectives are met, where planned.
- Seek feedback and discuss with your supervisor how you can be more effective in your role and improve your professional skills.

**You will contribute to a customer focused approach to service delivery by:**

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having the ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoints and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolving Customer Requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Being recognised for having a professional attitude toward customers.
- Having the ability to manage difficult situations and conflicts – calmly and professionally.

**You will contribute to an effective organisation by:**

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.
- Support business excellence and continuous improvement practices.

**You will assist Council in achieving a financially sustainable future by:**

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

**You will assist Council in meeting Records Information Management:**

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

**You will adopt a teamwork approach by:**

- Performing an active role within the Corporate Services administration team to achieve the objectives of that function.
- Engage in regular communication and cooperation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.

**You will ensure a safe and equitable workplace environment by:**

- Acting in accordance with the NSW WHS Act 2011, WHS Regulations and Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.

**Other duties**

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.


**Selection Criteria****Essential**

- Certificate III or equivalent in Business, Business Administration, Local Government or other relevant discipline.
- Well developed administration skills, knowledge and experience covering broad range support to teams, managers, service provision or similar.
- Proven ability to implement and improve processes to manage workflow.
- Demonstrated experience in understanding, reviewing and drafting policies, procedures and processes.
- Ability to work towards personal objectives and as part of a team and build effectiveness both within and across teams.
- Demonstrated results orientation and willingness to take responsibility for actions and outcomes.
- Demonstrated level of discretion, tact and diplomacy, with the proven ability to work with highly sensitive or confidential information.
- Excellent customer service skills including the ability to work through customer service issues both internal and external for a positive outcome.
- Excellent time management, prioritising, problem-solving skills, research, etc.
- High level of computer literacy, including proficiency with Microsoft Office suite of applications and in particular high-level Microsoft Word applications.
- Proven ability to produce work of a high standard including, accuracy and attention to detail.
- Willingness to learn.

**Desirable**

- Experience in working within Local Government or a similar size organisation.
- Ability to build consultative, collaborative and cooperative relationships with internal and external customers and stakeholders, including members of the public and elected officials.
- Demonstrated commitment to continuous improvement.
- Proven ability to develop, implement and improve systems to manage workflows.

**Acceptance of Position Description**

<b>Approved:</b> General Manager	<b>Signature:</b> 	<b>Date:</b> 18/03/24
<b>Accepted:</b> Employee Name	<b>Signature:</b>	<b>Date:</b>