



POSITION TITLE	Administration Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 4
DIRECTORATE	Corporate Services
BUSINESS UNIT	People and Culture
REPORTS TO	Manager People and Culture
SUPERVISES	Nil
EMPLOYMENT STATUS	Full time
DATE	November 2022
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Support continuity of operations across Wodonga Council by filling short term assignments in any team to cover for staff absences and periods during which a position is vacant. The role will provide a wide range of administrative support according to the needs of the particular assignment and will be expected to use the corporate IT systems of the organisation on any particular assignment.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for providing appropriate assistance to the team to which the position is assigned from time to time and perform the work allocated as part of the assignment. This will include to ensure:

- Requests for information, administration and advice are provided in a timely, professional and effective manner;
- Accurate records of all administration systems and procedures relating to the areas of responsibility are

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

maintained;

- Efficient and effective compliance with specified guidelines and legislative requirements are complied with.

The duties may include to, under supervision:

- Maintenance of records and files in accordance with the guidelines and requirements of the council's records management system;
- Assist with the preparation of reports, agendas and minutes of identified meetings;
- Source supplies and placing orders;
- Complete filing, record and email management;
- Process financial transactions including invoices and purchase orders;
- Process of customer service requests;
- Assist with procurement and contracts;
- Assist with research, documentation and reporting;
- Support for customer service functions.

The work in the position requires the person to:

- Demonstrate initiative and a can-do attitude to matters relating to the position;
- Be a team player and demonstrate the ability to work collaboratively within a team and to work independently to organise work without supervision;
- Ability to be guided by instructions;
- Trust and respect those within the team and show a willingness to listen to others and learn new skills;
- Build strong networks within the organisation;
- Participate in meetings.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes
	Speak of those that are absent only in a positive way

Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.

SPECIALIST KNOWLEDGE AND SKILLS

- Use a range of computer based programs/systems, and the ability to quickly learn new computer based programs/systems;
- Working knowledge of Microsoft Office suite of programs;
- Understanding of the importance of good record keeping and the ability to effectively use council's document management system;
- Maintain confidentiality and sensitivity in dealing with personal information;
- Negotiate with staff and supervisors to obtain information required to complete job tasks;
- Communicate with stakeholders in matters of areas of responsibilities, policy and processes; and
- Analyse changing situations and develop appropriate responses.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.

- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- A qualification and/or demonstrated experience in business administration.
- Experience in the use of IT systems including Microsoft Office suite.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:



- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. A qualification and/or demonstrated experience in business administration.
2. Experience in the use and quickly learn of IT systems including Microsoft Office suite.
3. A self-starting attitude and flexibility to work in a range of work environments with a range of stakeholders.
4. Good written and verbal communication skills.
5. Ability to follow instructions and work according to established processes.
6. Ability to provide good customer service and ensure the quality of work outputs.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

<p>Demonstrates commitment to a high standard of service to customers and the community.</p>	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

<p>Works co-operatively and effectively with others.</p>	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

<p>Organises and prioritises own work to meet work commitments.</p>	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Administration	Provide administrative support to the building services team	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external agencies / stakeholders including the public Phone use Computer use Attend meetings Handwriting notes Data entry Data extraction Use of multiple council software Report writing Document filings 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions			X	
			Providing instructions		X		
			Sustained concentration				X
			Decision making				X
			Simple problem solving			X	
			Interaction with others				X
			Respond to change			X	
Prioritisation				X			