



Team Leader Administration

POSITION DESCRIPTION

Position Number:	3019	Position Status:	Permanent Full Time
Portfolio:	Infrastructure	Classification:	LGIA (Stream A) Level 4 - Administrative Stream (Division 2, Section 2)
Business Unit:	Construction and Maintenance	Reports To:	Manager Construction and Maintenance
Team:	Administration	Revised:	22/05/2026

Human Resource Delegation:	Band 5	Financial Delegation:	Band 5
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General Position Statement:

This position supports Council's strategic direction by effectively coordinating Infrastructure's administrative functions. It provides clear leadership and direction to the team, ensuring high performance and the delivery of safe, efficient and productive operations. The role maintains a strong commitment to professionalism, confidentiality and service excellence, while fostering positive working relationships with employees and the community.

Specific Responsibilities:

This position has the following responsibilities:

1. Lead and supervise the administration team while providing high-level support to the Manager, ensuring efficient coordination of team activities.
2. Deliver comprehensive administrative support across the business unit, including, reporting, meeting and diary management, records and data management and application processing.
3. Develop, improve and review administrative processes and procedures, including training and mentoring staff in best practices.
4. Oversee daily operations of administration staff, ensuring resources, equipment, and workflows are effectively managed.
5. Manage financial administration functions such as journals, invoicing, costing, and reconciliations, ensuring accuracy and timeliness.



6. Manage administrative tasks relating to complaints, issues, and corporate systems, including maintaining specialised software modules and contributing to business planning and performance development activities.
7. Always act as a role model for Council's values and behaviours and display an elevated level of professional and ethical conduct.
8. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
9. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.
10. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
11. Undertake other relevant duties as directed, consistent with skills, competence and training.

Leadership Capabilities:



Position Requirements:

Skills/Competencies

1. Demonstrated ability to lead and supervise an administration team supporting the core functions of the business unit.
2. Demonstrated communication (verbal and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service using effective conflict resolution and negotiation skills.
3. Well-developed problem-solving capability combined with effective time management, planning and organisational skills
4. Demonstrated ability to research, analyse and prepare professional correspondence, reports and documentation.
5. Ability to effectively operate computer systems including finance systems, information management systems, customer request systems and the Microsoft Office Suite.



Mandatory Qualifications, Licences and Experiences

1. Work experience relevant to the position.
2. Experience in supervising, leading and developing an administrative team.
3. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences, and Experiences

1. Experience in local government environment.
2. Certificate in Business Administration.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

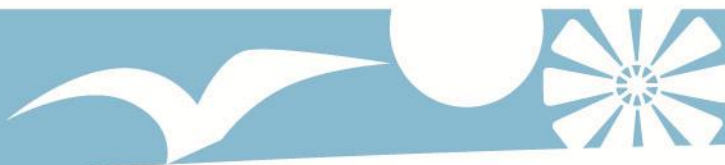
1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only Police Check), if required.

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





Team Leader Administration

SELECTION CRITERIA

Position Number:	3019	Position Status:	Permanent Full Time
Portfolio:	Infrastructure	Classification:	QLGIA (Stream A) Level 4
Business Unit:	Construction and Maintenance	Reports To:	Manager Construction and Maintenance
Team:	Administration	Revised:	August 2026

Please address each of the selection criteria below in your application:

1. Extensive relevant administrative experience aligned to the requirements of the position.
2. Demonstrated experience in leading, supervising and developing administrative teams to drive efficient and effective outcomes.
3. Strong communication and interpersonal capabilities, with demonstrated success in delivering quality customer service and managing conflict through effective negotiation techniques.
4. Well-developed problem-solving skills supported by strong time management, planning and organisational capabilities.
5. Proven ability to effectively operate computer systems, including financial, information management and customer request systems, as well as the Microsoft Office Suite.
6. Possess a current motor vehicle driver's licence.

Please address each of the selection criteria in your application:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- What was your role?
- What did you do and how did you do it?
- What did you achieve?
- What was the end result/outcome?

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.