



## Team Leader Support Services

### POSITION DESCRIPTION

<b>Position Number:</b>	3764	<b>Position Status:</b>	Permanent Full Time
<b>Portfolio:</b>	Communities and Environment	<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Business Unit:</b>	Communities Management	<b>Reports To:</b>	Executive Officer
<b>Team:</b>	Communities Support Services	<b>Revised:</b>	April 2026

<b>Human Resource Delegation:</b>	Band 5	<b>Financial Delegation:</b>	Band 5
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#### **General Position Statement:**

This position supports Council's direction by effectively co-ordinating Communities' administrative functions by identifying and articulating the direction for a team, overseeing its performance, and safe and productive operations in a professional, efficient and confidential manner ensuring the development of good working relationships with all employees and the public.

#### **Specific Responsibilities:**

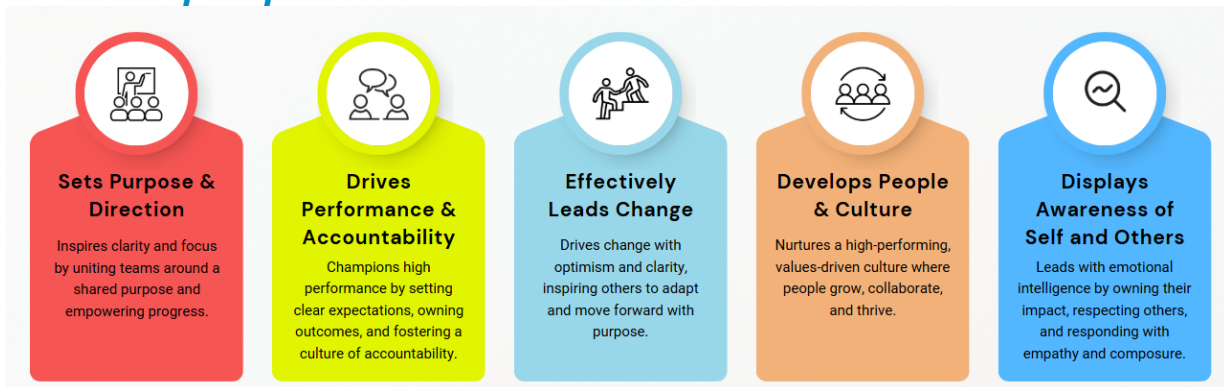
This position has the following responsibilities:

1. Provide high-level administrative and operational support to the Executive Officer, Manager Development and Environment, and the Development Assessment, Built Environment and Growth Management teams, including supervision and coordination of an administration team.
2. Deliver professional administrative coordination across the teams, including records management, data entry and review, application and licence processing, and related support activities.
3. Develop, coordinate, and continuously review administrative work processes and procedures in collaboration with senior officers and supervisors, incorporating best practice, training, and mentoring.
4. Coordinate, plan, and oversee the day-to-day operations of support services staff, ensuring appropriate resourcing, equipment, and consumables are available and maintained.
5. Prepare correspondence, reports, presentations, and manage meetings, including agenda preparation and accurate recording and preparation of minutes.
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. Act as a role model for Council's values and behaviours at all times and display a high 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(s).
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. Demonstrated sound ability to problem solve and present solutions to issues as well as possessing solid time management, planning, and organisational skills.
4. Demonstrated ability to research and draft replies to correspondence, reports, and other such 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 Experience

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 Experience

1. Certificate II or III in Business Administration or similar.
2. Experience in a local government environment.

### 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. Must be available to work the on-call roster if required.
5. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

### *Delegations and Authorisations:*

Financial, Administrative and Human Resource Management 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 Support Services

### SELECTION CRITERIA

<b>Position Number:</b>	3694	<b>Position Status:</b>	Permanent Full Time
<b>Portfolio:</b>	Communities and Environment	<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Business Unit:</b>	Communities Management	<b>Reports To:</b>	Executive Officer
<b>Team:</b>	Communities Support Services	<b>Revised:</b>	April 2026

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

1. Mandatory Qualifications and Licences
  - Relevant Work Experience Appropriate to the position
  - Demonstrated Experience supervising and leading an administrative or support services team.
  - Possess and maintain a current motor vehicle driver licence.
2. Demonstrated experience leading, supervising, and developing an administrative or support services team, including allocating work, monitoring performance, providing guidance and mentoring, and fostering a safe, professional and high-performing work environment aligned with organisational values and behaviours.
3. Demonstrated ability to provide high-level administrative and operational support to senior leaders and multidisciplinary teams, including coordination across functional areas, preparation of professional correspondence, reports, agendas and minutes, and maintaining accurate records that support good governance and service delivery.
4. Demonstrated experience developing, reviewing, and improving administrative systems, processes and procedures using best practice approaches, including effective use of corporate systems (e.g. records, workflow, customer request, finance systems and Microsoft Office) and contributing to business planning and performance development activities.
5. Well-developed communication and interpersonal skills, with demonstrated ability to manage issues and complaints, research and draft responses, engage effectively with internal and external stakeholders, exercise sound judgement, and escalate matters appropriately to senior officers.



**Suggested approaches to addressing selection criteria include:**

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;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

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.