

Support Services Officer

POSITION DESCRIPTION

Position Number:	3801 and 3802	Position Status:	Temporary Full Time
Portfolio:	Communities and Environment	Classification:	QLGIA (Stream A) Level 3
Business Unit:	Communities Management	Reports To:	3801 – Team Leader Support Services (3963) 3802 - Team Leader Support Services (3694)
Team:	Communities Support Services	Revised:	March 2026

Human Resource Delegation:	Nil	Financial Delegation:	Nil
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General Position Statement:

This position supports Council's direction by providing administration assistance in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities:

This position has the following responsibilities:

1. Provide administrative support to the Development Assessment, Built Environment and Growth Management teams, including filing, financial processing, mail distribution, customer requests, and other duties requiring sound judgement, confidentiality and sensitivity.
2. Draft and prepare correspondence, reports, presentations, agendas and minutes as required.
3. Maintain office systems and records, including files, log books, and the development and implementation of new procedures.
4. Maintain specialised modules of Council's corporate systems, including workflow, parameters, electronic documents, procedure manuals and reporting.
5. Act as a first point of contact for customers by responding to enquiries and managing operational or service-related complaints in a tactful, courteous and empathetic manner, escalating matters where necessary.
6. Assist Senior Officers and, where required, supervise or support lower classified officers while ensuring compliance with relevant legislation, Council policies and procedures.



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.

Position Requirements:

Skills/Competencies

1. Comprehensive knowledge of relevant statutory requirements.
2. Thorough knowledge of work activities performed within the Support Services business unit.
3. Demonstrated communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
4. Solid time management, planning and organisational skills.
5. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
6. Ability to effectively operate Council's computer systems including Finance One, Council's corporate record management system, Pathways and the Microsoft Office Suite.

Mandatory Qualifications, Licences and Experiences

1. Experience in working in an administrative role.
2. Possess and maintain a current motor vehicle driver licence.

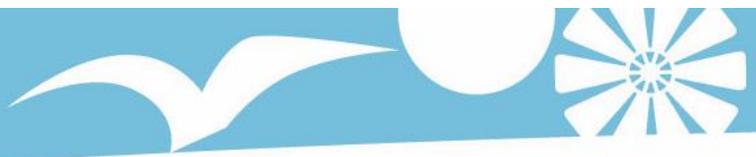
Desirable Qualifications, Licences, and Experiences

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

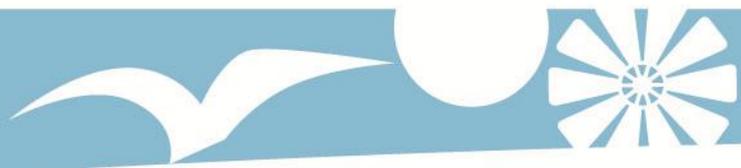
1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a “C” Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only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





Support Services Officer SELECTION CRITERIA

Position Number:	3801 and 3802	Position Status:	Temporary Full Time
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Business Unit:	Communities Management	Reports To:	Team Leader Support Services
Team:	Communities Support Services	Revised:	March 2026

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

1. Demonstrated experience working in an administrative or office support role, providing accurate, timely and confidential support within a professional work environment.
2. Demonstrated communication skills (written and verbal), including experience drafting correspondence, reports or records, and engaging professionally with internal stakeholders and customers.
3. Customer service capability, with the ability to respond to enquiries and manage service-related issues in a courteous, empathetic and solution-focused manner.
4. Strong organisational and time management skills, with the ability to manage competing priorities, maintain accurate records and meet deadlines in a busy environment.
5. Demonstrated capability using digital systems and office technology, including Microsoft Office and the ability to learn and work within corporate systems such as document management, workflow or financial systems.
6. Demonstrated ability to work collaboratively as part of a team, while also exercising sound judgment, discretion and accountability in day-to-day tasks.

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.