



Support Services Officer

POSITION DESCRIPTION

Position Number:	3563	Position Status:	Permanent Full Time
Portfolio:	Infrastructure	Classification:	QLGIA (Stream A) Level 3
Business Unit:	Construction and Maintenance	Reports To:	Team Leader Administration
Team:	Support Services	Revised:	November 2025

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

This position supports Council's direction by providing complex administration support to the Construction and Maintenance Business Unit in a professional, efficient and confidential manner ensuring the continual development of good working relationships with all staff and the public.

Specific Responsibilities:

This position has the following responsibilities:

1. Provide broad administrative functions for the Construction and Maintenance Business Unit in an efficient and effective manner including; electronic filing, correspondence, customer requests, work orders, financial tasks, general administrative functions and other tasks as required.
2. Provide assistance to the Construction and Maintenance Business Unit exercising sound judgement, initiative, confidentiality and sensitivity in the efficient performance of work.
3. Perform tasks of a sensitive nature including the provision of information, and act as a first point of contact for customers and deal with the operations / service-related complaints and/or issues effectively, ensuring prompt identification and take appropriate action to resolve prior to escalation to the Team Leader.
4. Draft and prepare written correspondence, reports, agendas, minutes and other documentation and ensure all material prepared is of high quality.
5. Create, monitor and assess reports necessary to assist with the scheduling of operational works.
6. Contribute to the development and maintenance of accurate and effective information and records systems.
7. Coordinate work functions and perform duties responsibly under broad supervision to resolve issues when required.
8. Administer specialised modules of Council's corporate software including setting up of parameters, workflows, electronic documents, and procedural manuals



9. Provide guidance and training to other Administration Officers and assistance to Senior Officers where required.
10. Maintain clear and accurate records that support service delivery, transparency, and good governance.
11. Always act as a role model for Council's Values and Behaviours and display an elevated level of professional and ethical conduct.
12. 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.
13. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
14. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Comprehensive knowledge of the relevant work procedures and work activities performed within the Construction and Maintenance Administration Team.
2. Good communication (verbal and written) and interpersonal skills relevant to the position, with a strong focus on the provision of quality support services.
3. Strong attention to detail, good time management, planning and organisational skills.
4. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
5. Routine operation of computer systems including Finance One, ECM Record Management, Pathway, Conquest, Reflect and MS Office Suite.

Mandatory Qualifications, Licences and Experience

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

Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.
2. Experience in the Construction & Maintenance / Civil Operations field.
3. Possess or studying towards a 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.
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 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.





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



Support Services Officer SELECTION CRITERIA

Position Number:	3563	Position Status:	Permanent Full Time
Portfolio:	Infrastructure	Classification:	QLGIA (Stream A) Level 3
Business Unit:	Construction and Maintenance	Reports To:	Team Administration Leader
Team:	Support Services	Revised:	December 2025

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

1. Qualifications and experience:

- Extensive experience working in an administrative role; and
- Possess and maintain a current motor vehicle driver licence.

2. Proven ability to exercise sound judgement, initiative, confidentiality, and sensitivity when assisting operational teams, particularly in the context of supporting business unit functions and responding to dynamic work requirements.
3. Demonstrated ability to research and draft replies to correspondence and create, monitor and assess reports necessary to assist with the scheduling of operational works and other such documentation.
4. Good communication (verbal and written) and interpersonal skills relevant to the position, including the ability to act as a first point of contact for customers and deal with the operations/service-related complaints and/or issues prior to escalation to the Team Leader.
5. Demonstrated strong attention to detail, effective time management, and well-developed planning and organisational skills.

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.