



Support Services Officer

POSITION DESCRIPTION

Position Number:	2729
Portfolio:	Communities
Business Unit:	Support Services
Team:	
Position Status:	Temporary Full Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Team Leader Support Services
Revised:	July 2025

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. Provision of administrative support to Development Assessment, Built Environment and Growth Management teams including agenda and meeting minutes preparation, drafting and review correspondence, reports, presentations and carrying out filing, financial tasks, customer requests, mail distribution and other tasks exercising sound judgement, initiative, confidentiality, accuracy and sensitivity.
2. Maintain office systems including creating, implementing and updating of procedures and work instructions.
3. Maintain specialised modules of Council's corporate software including setting up of parameters, workflow, electronic documents, procedure manuals and reports.
4. Act as a first point of contact for customers and respond to public enquiries in a tactful, courteous and empathic manner ensuring prompt identification and appropriate action to resolve prior to escalating them to Team Leader.
5. Assist the supervisor, senior officers and lower classified officers.
6. Establish and maintain conditions in accordance with relevant legislation and 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. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.





9. Undertake other relevant duties as directed, consistent with skills, competence, training and workloads.

Position Requirements:

Skills/Competencies

1. Working knowledge of statutory requirements relevant to the activities of the business unit.
2. Thorough knowledge of work activities performed within the Support Services business unit.
3. Demonstrated communication (verbal 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 to meet concurrent deadlines and complete tasks in a timely manner.
5. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
6. Demonstrated proficiency in keyboard and computer skills, including the ability to effectively operate a range of business systems and software applications such as records management systems, financial platforms, and the Microsoft Office Suite.

Mandatory Qualifications, Licences and Experience

1. Previous relevant experience working in a similar role with demonstrated administration experience supporting multi-disciplined teams.
2. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences and Experience

1. Certificate 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 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 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.





Support Services Officer

SELECTION CRITERIA

Position Number:	2729
Portfolio:	Communities
Business Unit:	Support Services
Team:	
Position Status:	Temporary Full Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Team Leader Support Services
Revised:	July 2025

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

1. Mandatory qualifications and experience.
 - Previous experience working in a similar role with demonstrated administrative experience supporting multi-disciplined teams; and
 - Possess and maintain a current motor vehicle driver's licence.
2. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
3. Demonstrated communication (verbal and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
4. Effective time management, planning and organisational skills to meet concurrent deadlines and complete tasks in a timely manner.
5. Proficient keyboard skills and the ability to effectively operate Council's computer systems including Finance One, Council's corporate record management system, Pathways and the Microsoft Office Suite.

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.