



## Team Leader Support Services

### POSITION DESCRIPTION

<b>Position Number:</b>	3694
<b>Portfolio:</b>	Communities
<b>Business Unit:</b>	Support Services
<b>Team:</b>	
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Reports To:</b>	Executive Officer
<b>Revised:</b>	September 2022

#### **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. Act with a high degree of initiative and high level administrative support to the Executive Officer, the Manager Development and Environment, and the Development Assessment, Built Environment and Growth Management teams including the supervision and co-ordination of the work activities for an administration team.
2. Provide a high level of professional administrative co-ordination and support to all officers within the Development Assessment, Built Environment and Growth Management teams, including records management; data entry, review and collation; application and licence processing, and other tasks as required.
3. In conjunction with the Executive Officer, the Manager Development and Environment, and the supervisors within the Development Assessment, Built Environment and Growth Management teams, develop, co-ordinate, and review work processes and procedures for an administration team using best practice standards, including training and mentoring.
4. Co-ordinate, plan, and supervise the operations of support services staff ensuring all necessary equipment/consumables and resources are available and in good working order for the use by all staff.
5. Preparation of correspondence, reports, and presentations.
6. Maintain specialised modules of Council's corporate software, including establishing parameters, workflow, electronic documents, procedures, and reports.





7. Undertake meeting management, including preparation of agendas, recording, and preparation of minutes.
8. Undertake tasks as directed in relation to complaints and issues effectively to ensure prompt identification and appropriate action, including researching and drafting responses prior to escalating to senior officers.
9. Participate in Council's business planning process, including the development of individual performance and development plans, as they relate to an administration team.
10. Act with a high degree of initiative to assist the support services staff as well as ensuring that the Executive Officer, the Manager Development and Environment, and the supervisors within the Development Assessment, Built Environment and Growth Management teams are advised of matters which may impact upon the operations of their areas.
11. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
12. Refer matters which may impact upon the business, Council, and employees to the relevant Supervisor, Co-ordinator, or Manager.
13. Undertake other relevant duties as directed, consistent with skills, competence and training.

### **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.
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.

### Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	General Manager Communities
<b>Signature:</b>	
<b>Date:</b>	23 September 2022
<b>Present Incumbent:</b>	
<b>Signature:</b>	
<b>Date:</b>	



## 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.





## Team Leader Support Services

### SELECTION CRITERIA

<b>Position Number/s:</b>	3694
<b>Portfolio:</b>	Communities
<b>Business Unit:</b>	Support Services
<b>Team:</b>	
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	QLGIA (Stream A) Level 4
<b>Reports To:</b>	Executive Officer
<b>Revised:</b>	January 2024

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

1. Mandatory qualifications and experience:

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

2. Demonstrated communication (oral 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. Ability to effectively operate computer systems including finance systems, information management systems, customer request systems 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.