



Support Services Officer

POSITION DESCRIPTION

Position Number:	1776
Portfolio:	Communities
Business Unit:	Support Services
Team:	
Position Status:	Permanent Part Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Team Leader Support Services
Revised:	August 2024

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 the Public Environments, Parks and Facilities, Communities and Natural Resource Management teams including filing, financial tasks, customer requests, work orders, mail distribution and other tasks exercising sound judgement, initiative, confidentiality and sensitivity.
2. Undertake receipting activities for Communities Portfolio in a timely and efficient manner.
3. Drafting and preparation of correspondence, reports and presentations.
4. Provide agenda preparation and minute taking duties when required.
5. May be required to supervise and/or assist lower classified officers.
6. Maintain office systems including creating and implementing of new procedures.
7. Maintain specialised modules of Council's corporate software including setting up of parameters, workflow, electronic documents, procedure manuals and reports.
8. Act as a first point of contact for customers and deal with operational/service related complaints and/or issues effectively ensuring prompt identification and take appropriate action to resolve prior to escalating them to Team Leader.
9. Prepare reports; maintain files and log books in a concise and legible manner.
10. Assist Senior Officers where required.





11. Respond to public enquiries in a tactful, courteous and empathic manner, ensuring prompt identification and appropriate action regarding development assessment related matters and referral to other departments as required.
12. Establish and maintain conditions in accordance with relevant legislation and Council policies and procedures.
13. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
14. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.

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

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 Experience

1. Experience in working in an administrative role.
2. 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 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.

Authorised By:	Acting General Manager Communities
Signature:	<i>Sonia Tompkinson</i>
Date:	5 August 2024
Present Incumbent:	
Signature:	
Date:	





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:	1776
Portfolio:	Communities
Business Unit:	Support Services
Team:	
Position Status:	Permanent Part Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Team Leader Support Services
Revised:	September 2024

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

1. Mandatory qualifications and experience:
 - Experience in working in an administrative role;
 - Possess and maintain a current motor vehicle driver licence.
2. Comprehensive knowledge of relevant statutory requirements and a 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.
5. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.

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;

- What was your role?
- What did you do and how did you do it?
- What did you achieve?
- What was the end result/outcome?

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.