CITY OF GREATER GEELONG

# POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

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| **POSITION TITLE:** | **Administration Officer** |
| **POSITION NUMBER:** | 0854 |
| **DIVISION:** | Office of the CEO |
| **DEPARTMENT:** | Legal Services and Governance |
| **CLASSIFICATION:** | Band 5 |
| **REPORTS TO:** | Coordinator Mayor & Councillor Support |
| **DIRECTLY MANAGES:** | N/A |
| **INTERNAL LIAISONS:** | Administrators, Executive Assistant to the Administrators, City of Greater Geelong Managers and Staff |
| **EXTERNAL LIAISONS:** | Members of the community contacting the Administrators |
| **DATE:** | February 2017 |

## POSITION OBJECTIVES:

The primary focus of this position is to assist the provision of administrative services to the Mayor, Councillors and Administrators. Currently, the office provides administrative services to the Administrators. When a Mayor and Councillors are elected, the office will provide administrative support for the Mayor and Councillors. The position responsibilities should be read accordingly.

## POSITION RESPONSIBILITIES:

### Key Responsibilities:

1. Provide general administrative and business support to Administrators, including drafting correspondence on behalf of Council and Administrators.
2. Manage Administrators diary appointments via the processing of invitations to Administrators and follow up with attendance at functions including registration, travel & accommodation, etc.
3. Screen calls and enquiries for Administrators.
4. Input data and record correspondence, requests and invitations using corporate (Rex and Pathways) and MS office software.
5. Assist in preparation of reports detailing Administrator expenditures (eg Telephone, taxi, travel etc.) for distribution and sign off by Administrators.
6. Assist the preparation of research and briefing notes as requested by Administrators.
7. Maintain the highest ethical standards, exercise discretion and maintain confidentiality of sensitive issues handled within the office.
8. Provide administrative support for the organisation and conduct of Civic events, Receptions and Australian Citizenship Ceremonies including issue of invitations, recording RSVP's, reception of guests and issue of nametags.

9. Assist with the preparation of City Hall meeting rooms and associated amenities as required.
10. Assist with process reviews on a project basis to identify and implement improvements to business processes within the Administrators Office.
11. Assist in the development of effective customer service systems and practices.
12. Assist with the review and handle interpretation of policies and procedures relative to Administrators.
13. Adhere to all Council's policies and procedures relevant to this position.
14. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

**Values:**

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

**Risk Management and Occupational Health & Safety Responsibilities:**

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

**KEY SELECTION CRITERIA:**

**Essential:**

1. Significant business administration experience in a complex organisation.
2. Ability and confidence in working in a time sensitive environment with attention to detail.
3. Ability to connect with people through well developed verbal and written communication ensuring accuracy and an approachable style.
4. Professional presentation and courteous manner enabling professional, flexible and friendly working relationships.
5. Ability to bring people together from across Council and Geelong.
6. Awareness of the cultural and community responsibilities of civic office.
7. Experience in contributing to a positive and flexible team environment.

**Desirable:**

8. Experience in small events or project management.
9. Certificate IV or above in Business Administration or equivalent experience

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Accountable for the provision of competent and efficient administrative services to the Administrators as required.
- Provide PA support to the Administrators as required.
- Ability to use initiative and make routine decisions on the spot when required.
- Assist in the development of effective customer service and administrative systems and procedures to further improve the efficient running of the office.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

**JUDGEMENT AND DECISION MAKING:**

- Ability to use judgement when handling problems presented by members of the public
- Judgement is also required at times to balance accommodating requests from Administrators with existing operational policies of the organisation.
- Maintain confidentiality in dealing with highly sensitive and political issues.
- Planning work priorities to meet deadlines.
- The incumbent may make decisions of a routine nature without referral to more senior officers.
- The officer may use discretion relevant to the administrative tasks undertaken.
- Supervision and guidance is usually available within the time required to act.

**SPECIALIST SKILLS AND KNOWLEDGE:**

- Knowledge of the role of elected members and their relationships with the broader organisation and the political context of their position.
- Highly developed skills in Microsoft Word and Excel or equivalent.
- Sound understanding of the City's organisation structure (ie. who to contact for specific functions)
- Competency in CoGG corporate software – Rex, Pathways and MS Outlook.
- Well developed literacy and numerical skills.
- Knowledge of Federal, State & Local Government responsibilities and the role of respective elected members.
- Understanding of Policies relative to Council and the role of Administrators.

**MANAGEMENT SKILLS:**

- Ability to adapt quickly to changing priorities.
- Ability to effectively plan, prioritise, and juggle own time to achieve set objectives and tasks.
- Use initiative when responding to operational issues.
- Ability to work under consistently high levels of pressure to meet competing demands, and to promptly accommodate requests by Administrators within the scope of the role.
- The ability to seek assistance and delegate when required.

**INTERPERSONAL SKILLS:**

- Maintain tactful, personable and courteous attitude in all situations.

- Well developed communication skills including effective and at times assertive verbal communication skills when required to gain co-operation from internal or external contacts.
- Ability to draft replies to correspondence and briefing notes to all levels of the community including to Parliamentary ministers.
- The ability to develop a personal rapport with members of parliament, business representatives, all levels of Council staff, members of the public and others having contact with the Administrators.
- Establish professional, flexible, positive and friendly working relationships with the Administrators and Officers of the City.

**QUALIFICATIONS AND EXPERIENCE:**

- Relevant experience in an administrative position, preferably in an political environment or dealing with Managers within a Local Government environment.
- Some experience dealing with Elected Members and understanding their relationships with the broader organisation and the political context of their position.
- Experienced with computers including a competency in corporate software, particularly Rex, Pathways, Microsoft Word, Outlook, Excel and Access.
- A certificate in Business Administration or similar would also be beneficial.
- A current Victorian Drivers Licence.

## HOW TO APPLY

**Applications close:** **5:00pm Friday 24 March 2017**

**Contact Person:** Sue Rayner, Coordinator Administrator Support, 5272 4695

Submit your online application at https://www.geelongaustralia.com.au/employment

If you are unable to submit an online application please send your application to:

Recruitment Administration Officer
Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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