Position Description

Administration Officer – Main Office

Applications Close:
5:00pm on Sunday 8th of November

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Position Title

Administration Officer – Main Office

Position number

WSC0033

Department

Corporate Services

Classification

Level 3, Queensland Local Government Industry (Stream A) Award 2017 and Winton Shire Council Enterprise Bargain Agreement 2023 as varied.

Terms of employment

Full time

Supporting documents

Employee Code of Conduct

Workplace Health & Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

Winton Shire Council's Corporate Values are:

Accountability:
The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness:
The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency:
The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

Sustainability:
Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

Meaningful Community Engagement:
Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision-making methodology.

Good Governance:
This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Ethical and Legal Behaviour:
Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

Organisational relationships

Reports to:

Directly:

Executive Manager Corporate Services

Indirectly:

Chief Executive Officer

Supervision of:

No supervision applicable

Internal Liaisons

Management, Council Staff and Council Departments as required.

External liaisons

Clients, Customers, Winton Shire Community at large and visitors to Winton as required

Position objectives

This position is the first point of contact for clients and customers of the Winton Shire Council.

- To provide effective and efficient reception and frontline customer service.
- To administer venue and equipment hire bookings and assist with queries.
- To work as an integral member of the front office and council corporate services administration team.
- Provide support services to the Corporate Services and Finance teams.

Organisational commitment

Corporate
All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

Confidentiality and improper use of information
All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

Continuous quality improvement
All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

Workplace Health and Safety
All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28. Workers and any other person includes Council employees as well as contractors, sub-contractions, labour hire workers, trainees, apprentices, work experience students, volunteers and visitors. Workers and any "Other Person" who enters Council workplace must apply the WHS Duty of reasonable care.

Reasonable care

This includes:

- Taking reasonable care for his or her own health and safety
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Complying, so far as the worker is reasonably able, with any reasonable instruction that is given by an authorised officer of Council to allow the person to comply with a WHS requirement
- Cooperating with any reasonable policy or procedure of Council relating to health or safety at the workplace

Worker Responsibilities include:

- Attending and participating in pre-start meetings as required, to identify any potential WHS issues and implementing control options to eliminate or minimise any risks before commencing work.
- Inspecting plant and equipment before using it to ensure that it is safe for use.
- Reporting any defective or damaged plant, tools and equipment to the Supervisor as required.
- Taking personal responsibility for the safety of themselves and others that may be affected by work conducted by themselves as a worker of Council.
- Complying with any Policies or Procedures and complying with any work directions and/or instructions that are provided.
- Monitoring and assessing WHS hazards and risks while conducting any work, and reporting any issues to the relevant supervisor as required.
- Consulting with the supervisor and WHS Safety Representative for their designated work group on any safety issues as required.
- Monitoring the safety conduct if co-workers including Contractors and reporting any concerns immediately to the contractor or the Supervisor.
- Stopping work and notifying the Supervisor if there is imminent risk of injury.

Qualifications/Licences/Tickets Required

Mandatory

- Hold and maintain a "C" Class Manual driver's Licence.
- Criminal History Check
- Skills in general computing concepts, including the use of emails, internet, and experience with Microsoft Office Programs.
- Good skills in oral and written communication with clients and other members of the public.

Desirable

- Qld Working with Children Blue Card
- Knowledge of policies, by-laws and regulations relating to the work area; and
- Experience with the use of computer databases.
- Business qualifications or previous experience working in a busy office environment.

Additional requirements and working conditions

The following requirements and working conditions will be necessary in this role:

- The Council Employee Code of Conduct applies to this position.
- Travel within the Shire may be required of this position (Council will supply a vehicle for business use only); and
- Work duties outside normal business hours may be required from time-to-time of this position.
- Training opportunities relative to this role will be provided and may require time away from home.

Statement of key responsibilities and duties

The key responsibilities of the position are:

- Reception and office administration, customer service, bookings, including but not limited to:

General Office Administration and Customer Service

- Provide a friendly welcoming first point of contact for council clients, customers, staff, and members of the public.
- First point of contact for incoming telephone calls and transferring to the appropriate department as required.
- Mail processing, including pick up and drop off, accurate recording, end of month reconciling and internal scanning processes.
- Perform tasks of a sensitive nature including the provision of confidential information, the receiving and accounting for monies and assistance to clients/ratepayers.
- Supporting officers in various finance and corporate services areas.
- Organising and ordering office consumables for the corporate services team.
- In conjunction with the front office team organise the usual day to day opening procedures for the office, such as ensuring the photocopiers are refilled, putting up of the flags, assisting with the accounting for the daily cash flow float and other commencement processes.
- In conjunction with the front office team ensure security measures are in place at the end of the day accounting for all areas of the Council administration offices and Chambers including gates are closed and locked and flags are taken down and stored appropriately.

Venue and Equipment Hire

- Assist customers with queries regarding venue and equipment hire.
- In consultation with relevant departments, write up quotes for hire requests.

- With the assistance of the front office team, administer the booking process, including but not limited to:
    - Receive and review booking forms to ensure availability;
    - Notify relevant departments and assist with bond payments;
    - Manage the booking calendars;
    - Reconcile booking with debtors at the end of each month;
    - Ensure all documentation is completed and recorded appropriately.

- Any other duties as directed by supervisor or senior staff, relevant to the position and within the capabilities of the Officer.

Selection criteria

The applicant's suitability for this role will be assessed against the following competencies:

Selection Criteria 1
Demonstrated ability in working within an administration team and autonomously across a broad range of areas including general admin and cash handling.

Selection Criteria 2
Outstanding written and verbal communication skills with the ability to communicate effectively with council's diverse customer base.

Selection Criteria 3
Demonstrated ability in providing effective, courteous, and professional customer service.

Selection Criteria 4
Effective and efficient general computing skills including the use of MS Office programs, emails, internet, and experience in data base/document control use.

Other relevant information

- The selected applicant will be subject to a criminal history check – undertaken and paid for by Council.

- The selected applicant will be required to undertake a pre-medical assessment to prove that they are medically fit to carry out the duties and responsibilities of the position with Council covering the cost.

- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- The selected applicant may be required to provide Winton Shire Council with a recent photograph of the person, at the time of the person's induction, for the purpose of creating a Winton Shire Council Employee Identity Card. Under (s138A) of the Queensland Local Government Act 2009 the employee has a legal obligation to hand any such identity card/s back to the employer within twenty-one days of termination of employment, unless the employee has a reasonable excuse.

In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I, _____

accept the position of **Administration Officer – Main Office** with the Winton Shire Council and the details as outlined in the Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature: _____ **Date** _____

Recruitment process

Candidates should lodge their applications in accordance with the directions outlined in **"How to Apply for the Position" below.**

How to apply for the position

We invite you to lodge a formal application which MUST include a:

- **Resume,**
- **Cover letter, and**
- **Response to the Selection Criteria**

Completed applications are to be forwarded to: jobs@winton.qld.gov.au

Shortlisting and interviews

The Shortlisting of all applicants will be undertaken by a Selection Panel within five (5) working days after receipt of a completed suitable application. Interviews may be conducted face to face, or via video-conferencing or tele-conferencing, depending on the location of candidates and the technology available at the time.

Further information

For further information in relation to this position please contact Winton Shire Council, on 07 4657 2666.