

POSITION TITLE: Senior Administration Officer **POSITION NO:** 2647
EMPLOYMENT TYPE: Permanent Full Time
CLASSIFICATION: Level 3 - 4
CERTIFIED AGREEMENT: Officers **AWARD:** QLGIA
DEPARTMENT: Infrastructure
BRANCH: Infrastructure Services
REPORTS TO: Coordinator Infrastructure Services

ORGANISATIONAL VALUES: Honesty Respect Accountability Integrity Unity

1. PRIMARY ROLE

The role is primarily responsible for providing assistance in relation to the prioritisation of resources and support in meeting the groups objectives in customer service to the Community, Management, and technical teams. The role will also provide training to the Administration team and offer assistance to the Coordinator Infrastructure Services as required.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Provide assistance in the delivery of the day-to-day operations of the Infrastructure department through administrative support to the General Manager Infrastructure, Infrastructure Managers and technical teams.
2. Provide assistance in maximising the performance of the team by coordinating the onboarding, training and delivery of in-house training programs of all new employees within the team, as well as participation in recruitment and selection.
3. Provide backup oversight and supervision of the Infrastructure Services administration team to ensure team remains informed and on track, as required.
4. Monitor the team's performance in relation to ongoing completion of tasks and actions, making necessary recommendations of improvement to the coordinator.
5. Ensure the appropriate coordination of appointments, diary scheduling and travel arrangements for the management to ensure the effective representation at meetings, and community events as required.
6. Act as a point of contact and liaise with senior staff, technical teams, and stakeholders to ensure prioritisation and performance of the group's response to tasks, directions, and customer service.
7. Assist in the coordinated completion of management functions including Council reports and directions.
8. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence
- Certificate III in Business (desirable)

4. KEY SELECTION CRITERIA

1. Excellent customer service skills with a professional, discrete, courteous, and confidential approach to all matters at the executive level.
2. Proven proficiency using the MS Office Suite, design, and publishing software, and working knowledge of corporate software systems.
3. Well-developed interpersonal and communication skills with the ability to develop and maintain positive and effective partnerships with internal and external customers.
4. Sound time management skills with the ability to establish work priorities, assist in the coordination of workloads and meet deadlines.
5. Proven ability to work effectively in a team environment.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Infrastructure: Aaron Meehan	Signature: 