

## Position Description

### Administrative Officer

#### Position profile

<b>Business Unit</b>	Waste & Cleansing	<b>Position number</b>	P10449
<b>Department</b>	City Presentation	<b>Status</b>	Full Time Permanent
<b>Salary group</b>	Grade 7	<b>Date Endorsed</b>	
<b>Reports to</b>	Manager, Waste & Cleansing		

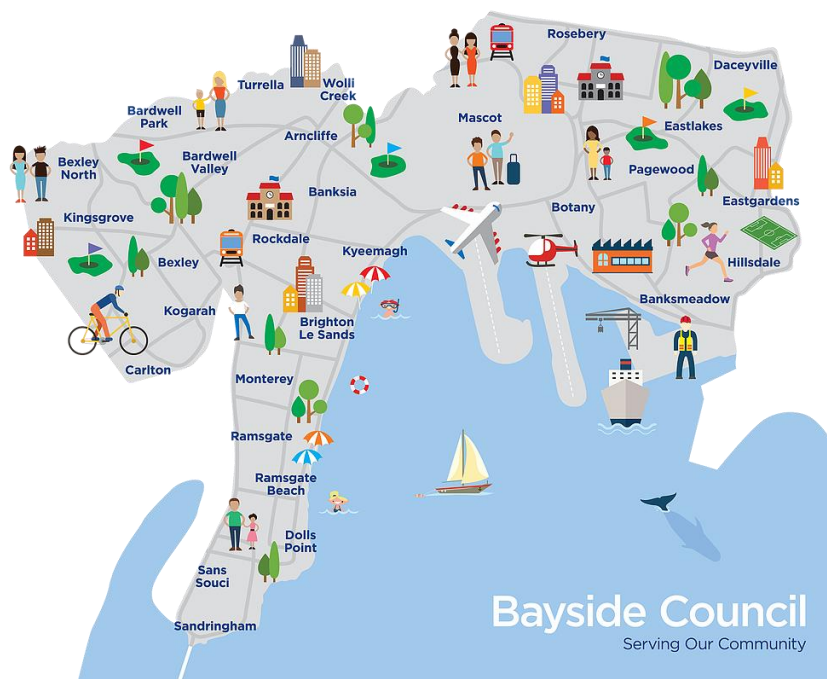
#### Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



## Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond – delivering an outstanding customer experience every time

## Primary purpose of the role

Provide administrative and support services to facilitate the operation of the Business Unit.

- Data collection, entry and collation to support the timely delivery of Waste & Cleansing Services.
- Reviewing service unit administrative practices, systems, and procedures to enhance unit efficiency and support delivery of quality outcomes.
- Completing routine financial transactions and purchasing services in line with policies and procedures

## Key accountabilities

Within the area of responsibility, this role is required to:

- Collect and compile information for, and prepare documents and correspondence, and meeting agendas/presentations/minutes, in line with quality and organisational requirements, to support information flow and inform decision making.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency policies and procedures.
- Respond to email and phone enquiries, communicate services and resolve, escalate or redirect issues as required, to ensure the provision of accurate information.
- Update and maintain records and databases to ensure that all information is accurately and correctly stored and accessible.
- Review Business Unit administrative practices, systems and procedures to enhance unit efficiency and support delivery of quality outcomes.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

## **Key challenges**

- Delivering multiple administrative support activities and services in line with agreed service standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
- Providing a prompt, courteous and effective service to customers in an environment of competing priorities and expectations.
- Dealing with staff, external stakeholders and issues in a professional manner that maintains confidentiality, privacy and discretion.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.

## **Role Dimensions**

### **Decision Making**





- The role is responsible to deliver activities and tasks on time and within expectations in terms of quality, deliverables and outcomes.
- Escalate complex issues and bring priority matters to the attention of the Executive Officer for resolution.
- Guided by Council strategic plans, statutory guidelines and relevant legislation.
- Determine day-to-day priorities in line with the agreed Business Unit work plan.

### **Essential Requirements**

- Self-motivated and focussed on demonstrating your commitment to teamwork and the provision of quality customer service.
- A strong and articulate communicator with the ability to build and maintain relationships with all stakeholders.
- Proficient with Microsoft packages, drafting formal correspondence and meeting minutes whilst working collaboratively with stakeholders.
- Experience in the Waste Industry is preferred.

## Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>Understand the importance of customer service</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services which meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>Find and check information needed to complete own work tasks</li> <li>Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>Escalate more complex issues and problems when these are identified</li> <li>Share ideas about ways to improve work tasks and solve problems</li> <li>Suggest improvements to work tasks for the team</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>

## Corporate Obligations

<b>Budget</b>	Council adopted budget for financial year.
<b>Delegations</b>	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
<b>Risk Management</b>	Contribute to Council's risk management framework.
<b>Integrated Management Systems</b>	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
<b>Workplace Health and Safety</b>	<p><b>Workers</b> have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate in the implementation of WHS information within Council's Safety Management System (SMS)</li> <li>• Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations</li> <li>• Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives</li> <li>• Wear personal protective equipment and follow safe work procedures, where relevant</li> <li>• Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and</li> <li>• Participate in incident investigations and risk assessments within 24 hours of notification.</li> </ul> <p><b>INDOOR EMPLOYEE:</b></p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> <li>• Lifting/moving files, storage boxes etc,</li> <li>• Moving equipment for set up and storage,</li> <li>• Moving tables and chairs for meetings or training,</li> <li>• Sitting and working posture when in meetings and at the workstation.</li> </ul>
<b>Code of Conduct</b>	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
<b>Customer Service</b>	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
<b>Records Management</b>	Comply with Council's Records Management policies, procedures and guidelines.

**Disclosures of Interest**

Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).

**Equal Employment Opportunity**

Comply with EEO based legislation and Council's policies, procedures and guidelines.

**HUMAN RESOURCES USE (REMOVE EITHER YES OR NO)**

Does this position fall under the definition of child related employment?	<b>No</b>
Does this position require incumbent to undergo criminal reference check?	<b>No</b>
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	<b>No</b>
<b>Specify licence:</b> Class C Drivers Licence	
Will incumbent need to make disclosure of pecuniary interest?	<b>Yes</b>
Could there be a conflict of interest with secondary employment?	<b>Yes</b>