

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Area Administration Supervisor	Designation & Classification Level	RGRC Level 5
Position No	1380	Division	Community Services & Engagement
Business Unit	Council Services	Reports To	Council Services Manager
Location	Borroloola	Date Created	April 2021
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>Oversee the administrative functions of Council's Service Delivery Centres (SDCs) including the supervision, support and mentoring of Customer Services Officer.</p> <p>Provide senior administrative support to the Manager of Projects and Community Engagement and assist in the coordination of internal and external relationships and assist with Council and staff meetings and training requirements</p> <p>Work jointly with the staff working in the office to ensure services are delivered and timely and accurate reporting requirements and deadlines are met.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> • Mentor, supervise and provide senior administrative support to staff working in or from the SDC delivering: <ul style="list-style-type: none"> ○ Core Council services (including timesheets and leave approvals, accommodation and meeting room bookings, report writing) and ○ Agency services including, Sport and Recreation, Indigenous Youth Reconnect, Community Safety Patrol and Library. • Provide on-the-job training to supervised staff and larger staff groups as required (in person and on line) and facilitate staff training and up-skilling in conjunction with the Training and Development Coordinator to ensure legislative and regulatory compliance and competency in key service delivery functions. • Facilitate meetings with staff in relation to core services and administrative functions (scheduling, agendas, minute taking). • Provide local decisions, direction and leadership to office and support staff working in or from the SDC in a professional and sensitive manner. • Produce standard correspondence (including letters, emails and reports) following prescribed formats. • Coordinate procurement and distribution of resources to all program areas, including: monitoring of budgets, completing purchase orders in line with the RGRC Procurement Policy. • Coordinate the monthly maintenance of data systems relating to asset management, including: vehicle odometer readings, fuel logs and aerodrome maintenance. • Maintain and monitor stationery, office supplies and consumables including overseeing of office equipment and organise maintenance and repairs as required. • Oversee the coordination of administrative support of HR staff across the area to ensure new employee documents are collated, inductions completed and other HR duties, including payroll assistance are being undertaken. <p>2. Organisational Sustainability</p> <ul style="list-style-type: none"> • Provide effective communications at all levels within the local community, including assisting with administering and organising Local Authority meetings, minute taking and assisting in the preparation of agenda. • Abide by all relevant Council policies and procedures, including Code of Conduct, EEO policy and WHS Policy. • Report to the Council Services Manager any faults and/or damage of community structures, amenities or facilities. 			

3. Quality and Continuous Improvement

- Work in a team environment and use good interpersonal skills to coordinate elements of work with other positions to successfully complete tasks.
- Communicate with staff and the public courteously and maintain a high level of communication and information distribution with the ability to problem solve decisively and responsibly in dealing with difficult situations.
- Participate and support any activities to improve the quality of service outcomes including civic events.
- Other reasonable duties consistent with skills, competence and training and within the scope of the level according to the Award as directed by the Council Services Manager.

4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

4. SELECTION CRITERIA

ESSENTIAL

1. Completion of post-trade certificate and/or other post-secondary qualification equivalent to a Certificate IV Business Administration and/or extensive knowledge and skills gained through on-the-job training in accordance with the requirements of the work.
2. Demonstrated strong working knowledge of and experience in all work procedures for the application of administrative skills, Local Government policies and procedures and remote service delivery.
3. Intermediate Microsoft Office (Word, Excel, Outlook) skills and/or training.
4. Excellent interpersonal skills and communication skills (written and verbal) with the ability to maintain a calm, pleasant and respectful manner, the ability to deal with a diverse range of people including internal and external clients.
5. Demonstrated ability to write non-standard correspondence, reports and/or submissions.
6. Demonstrated ability to coordinate activities and resources for position and other positions on a monthly basis.
7. Demonstrated ability to maintain a high level of confidentiality.
8. Demonstrated experience in monitoring and reporting on budgets.
9. Experience and/or awareness of issues affecting people in remote Indigenous communities.

DESIRABLE

1. Current First Aid and CPR Certificate and/or willingness to participate in relevant training.
2. Training experience or similar
3. Experience working in Local Government or remote service delivery, or knowledge of Local Government Act.

MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

5. ACKNOWLEDGEMENT

GENERAL MANAGER	David Hurst	Date Approved: 5/10/22	Signature: 
Employee Name		Date:	Signature: