

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Community Safety Administration Officer	Designation & Classification Level	RGRC Level 4/5
Position No	1073	Division	Community Services & Engagement
Business Unit	Community Safety	Reports To	Community Safety Manager
Location	Katherine / Mataranka	Date Created	August 2021
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>Roper Gulf Regional Council delivers a wide range of municipal and community services and programs across an area of 210,000 square kilometres. The region encompasses fourteen communities and twenty outstations, with approximately 80% of the population identifying as Aboriginal or Torres Strait Islander. The Council's primary purpose is to facilitate the sustainable, social, cultural, economic, and environmental development of the region while maintaining the region's strong indigenous heritage.</p> <p>The Community Safety business unit is responsible for delivering funded programs including Community Safety Patrol (Night Patrol), Outside School Hours Care, Sport & Recreation, Alcohol & Other Drugs Education, Youth Reconnect, Indigenous Broadcasting, and Libraries.</p> <p>The primary purpose of the Community Safety Administration Officer is to provide efficient and confidential administrative support across all facets of the Community Safety business unit, and to contribute to the effective delivery of the Community Safety Program within the division of Community Services & Engagement.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> • Manage the administrative functions of the Community Safety business unit. • Provide a first point of contact for internal and external enquiries regarding the Community Safety business unit, responding to all request for customer service including phone, face to face and email enquiries. • Be aware of activities across the business unit and maintain a high level of communication and information distribution. • Maintain a well-developed understanding of the relevant funding agreements and program frameworks. • Provide support and direction to the Community Safety business unit on behalf of senior Community Safety staff. • Ensure high quality of outgoing correspondence and reporting, including drafting reports, and meeting timely and accurate reporting requirements and deadlines. • Coordinate travel booking and logistics for travel, accommodation and training for the Community Safety team. • Coordinate procurement and distribution of resources to all program areas, including completing purchase orders in line with program budgets and the RGRC Procurement Policy. • Undertake accurate data entry, manage the filing and retrieval of business unit and company documentation. • Accurately record program delivery statistical data in line with funding agreements. • Facilitate meetings including scheduling, agenda preparation, minute taking, and action item management. • Provide assistance with HR processes including recruitment and delivery of inductions, on/off boarding, and maintaining mandatory compliance requirements for all Community Safety staff. 			

- Coordinate and ensure timesheets, summary and leave forms submitted are approval ready for each pay run, and where required follow up on outstanding documentation.
- Occasional travel to remote communities necessitating overnight stays within the Roper Gulf Region as operationally required.
- Maintain the highest level of confidentiality and ethical standards in supporting the Community Safety Manager across all facets of the business unit.
- Perform other reasonable duties within the scope of the relevant level as directed by the General Manager Community Services & Engagement or the Community Safety Manger.

2. Organisational Sustainability

- Ensure all policies and procedures of Roper Gulf Regional Council are adhered to and all resources effectively deployed.
- Develop relationships and networks within Council, government bodies and relevant agencies as required, attaining information and feedback to deliver best strategic outcomes.
- Contribute and assist with the review and development of work practices.

3. Quality and Continuous Improvement

- Abide by all relevant Council policies and procedures, including Code of Conduct, EEO policy and WHS policy.
- Contribute to continuous improvement by involvement in staff meetings, planning days and feedback mechanism.
- Participate in training programs and seminars to enhance professional performance.

4. Work Health & 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. Relevant qualification in Business Administration, Community Development or related field equivalent to a Certificate IV or higher, or extensive knowledge and skills gained through previous similar role.

2. Strong administrative skills with previous experience in providing general office administration support including thorough record keeping and documents in accordance with established procedures.
3. Experience with the use of Microsoft Office Suite programs including the ability to operate spreadsheets and word processing programs at a highly proficient level.
4. Excellent organisational and time management skills with strong ability to multi-task and manage competing deadlines.
5. Well-developed written communication skills with the ability to maintain a high attention to detail and proven ability to proof read documents.
6. Excellent interpersonal and customer service skills, demonstrating confidence, respect and a sensitive communicator who adapts to the situation.
7. Demonstrated experience liaising with a wide range of internal and external clients, with ability to work effectively in a cross cultural environment.
8. Demonstrated problem solving skills, with the ability to be self-motivated and work with limited supervision.
9. Demonstrated ability to be discreet and maintain a high level of confidentiality.
10. Proven ability to develop positive, collaborative working relationships with all levels of management, government agencies, funding bodies, stakeholders and the community.
11. Demonstrated a commitment to Equal Employment Opportunity, Workplace Health and Safety and Cultural Diversity principles.
12. Ability to meet the inherent requirements of the position both physically and mentally.
13. Ability to develop and implement systems, policies and procedures to effectively deliver Council programs and services.
14. Ability to work through complex issues and provide written and verbal responses.
15. Experience in preparing reports/submissions for information and/or recommendation.

DESIRABLE

1. Previous experience in Local Government or remote service delivery.
2. Sound knowledge of the Local Government Act and other relevant legislation and obligatory requirements.
3. Minimum of two (2) years' administration experience, in particular Community Safety administration.
4. Current First Aid and CPR Certificate and/or willingness to participate in relevant training.
5. Demonstrated experience and/or awareness of issues affecting people in remote Indigenous communities.

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. Valid Working with Children's 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.
3. Current C Class Drivers Licence, with manual driving capacity.
4. Undertake a new Criminal History Check prior to commencement of employment and renew your Criminal History Check every three (3) years, or as per the Criminal History Check Policy.
5. Provide evidence of COVID-19 Vaccinations.

5. ACKNOWLEDGEMENT

GENERAL MANAGER	<i>David Husk</i>	Date Approved:	Signature: 
Employee Name		Date:	Signature: