

POSITION DESCRIPTION

| 1. POSITION DETAILS | | | |
|---|--|---|---|
| Position Title | Senior Administration Support Officer | Designation & Classification Level | Level 4 |
| Position No | | Division | Council Services and Community Engagement |
| Business Unit | Council Services | Reports To | Council Services Manager |
| Location | Various | Date Created | February 2020 |
| 2. POSITION CONTEXT | | | |
| Position Summary/Purpose | <ul style="list-style-type: none"> • Manage the administrative functions of the Council's Service Delivery Centre including supporting Customer Services Officers and other staff working in the office. • Meet timely and accurate reporting requirements and deadlines. • Support the Council Services Coordinator. • Manage internal and external relationships. • Assist with staff meetings. | | |
| 3. KEY RESPONSIBILITIES | | | |
| <p>1. <u>Service Delivery</u></p> <ul style="list-style-type: none"> • Provide administrative support to core and agency services, including: accommodation and meeting room bookings and report writing. • Provide administrative support to meetings, including: scheduling, agendas and minute taking. • Provide day to day administrative support to agency services, including: aged and disability care, crèche, Australia Post and Centrelink • Coordinate procurement and distribution of resources to all program areas, including: completing purchase orders in line with the RGRC Procurement Policy. • Maintain monthly data systems relating to asset management, including: vehicle odometer readings. • Maintain a high level of communication and information distribution. • Support, mentor and supervise other staff working in the service delivery centre. • Support HR staff to collate new employee documents, complete commencement inductions and tend to additional HR duties, including payroll assistance, and other duties required. • Abide by all relevant Council policies and procedures, including Code of Conduct, EEO policy and WHS Policy. • Report any faults and/or damage of community structures, amenities or facilities. • Maintain confidentiality on all issues related to Council and client programs. • Act and communicate in a responsive, respectful and professional manner at all times. • Other reasonable duties within the scope of the relevant level as instructed by the Council Services Manager. <p>2. <u>Work Health and Safety (WHS)</u></p> <p>All Council staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • Undertake work in a manner that is not harmful to their health and safety or the health and safety of others. • 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: <ul style="list-style-type: none"> ○ 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 accredited/industry-based training courses equivalent to a Certificate IV Business Administration, or knowledge and skills gained through on the job training.
2. Practical experience in administration, within Local Government or remote service delivery.
3. Intermediate Microsoft Office (Word, Excel, Outlook) skills and/or training.
4. Excellent interpersonal and customer service skills, with demonstrated experience liaising with a wide range of 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. Able to meet the inherent requirements of the position both physically and mentally.

DESIRABLE

1. Current First Aid and CPR Certificate and/or willingness to participate in relevant training.
2. Demonstrated experience working in Local Government and/or remote service delivery, or knowledge of the Local Government Act.
3. 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. 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 | Cristie Geer | Date: 22 Nov. 2025 | Signature:  |
| Employee Name | | Date: | Signature: |