**Wentworth**

**Serving our community**

Position Description – Administration Officer

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| **Directorate**  |  **Roads and Engineering**  |
| **Location**  |  **Wentworth** |
| **Classification/Grade/Band** |  **ATT2 1A** |
| **Position Code** |  **5005** |
| **Date position description approved** |  **Jan 2022** |

# **Council overview**

The Wentworth Shire Council region is made up of the following towns and irrigation areas; Wentworth, Dareton, Coomealla, Pomona, Mourquong, Monak, Trentham Cliffs, Pooncarie, Buronga, Gol Gol, Ellerslie and Curlwaa. Some of these towns are classified as villages, and the entire population of nearly 8,000 people is spread across approximately 26,000 square kilometres, making our region one of the most sparsely populated rural council areas.

Wentworth Shire Council manages one of the largest road networks in New South Wales (NSW), responsible for maintaining 2139 kilometres of roads, with over 519 km of these sealed.

The Wentworth Shire Council Chambers, main office and works depot, library, town hall and Visitor Information Centre are all located in Wentworth.

# **Council values**

* Honesty and Integrity.
* Accountability and Transparency.
* Respect.
* Quality.
* Commitment.

**Administration Officer – Roads and Engineering**

**Primary purpose of the position**

To provide high level administration support/technical support on a daily basis to meet the needs of internal and external customers and to ensure Council’s image is enhanced and protected by performing all duties in a courteous and professional manner.

**Duties**

* Provide administration support to the Roads and Engineering area including preparation of correspondence memos, reports, determinations, certificates, licences, procedures, processed and other administration tasks as required.
* Operate a range of computer-based applications, including word processing, spreadsheet database software to prepare reports, memos, registers and certificates.
* Effectively use Council’s electronic document management system to manage workflows, update notes and accurately record and register all corporate related correspondence and documentation including emails.
* Design, organise and maintain specialised and custom forms, records, reports and files to support technical work processes in areas of assigned responsibility.
* Employ well developed written and verbal communication skills in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
* Plan, organise and prioritise tasks to meet objectives as required.
* Contribute to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
* Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others are consistent with these standards and align with the values of the organisation.
* Assess situation to determine importance, urgency, risk and make clear decisions which are timely and in the best interests of the organisation.
* Maintain an openness and willingness to change and to continually improve processes with the Roads and Engineering area.
* Process telephone and public enquiries/customer requests in a courteous, efficient and timely manner.
* Provide generalised and specialised information regarding Roads and Engineering functions that may require the use of judgement, tact and sensitivity and the interrelation of policies, rules and procedures.
* Maintain confidentiality of information.
* Carry out other duties as directed within the scope, skill and competence level of the position and the employee.
* Undertake all identified training requirements associated with the position.

# **Key selection criteria - Essential**

* Demonstrated ability to effectively use Microsoft suite of programs and electronic records management.
* Ability to plan, organise, set priorities and manage time so objectives are achieved within an agreed timeline.
* Demonstrated commitment to the provision of high quality customer service.
* Ability to communicate effectively both in oral and written form to internal and external bodies.
* Demonstrated ability to work effectively in a cross functional department environment.
* Ability to identify the need for confidentiality and exercise discretion when required,
* Demonstrated ability to develop document procedures and forms with attention to detail.
* Current and valid drivers’ licence.

 Key selection criteria – Desireable

* Working knowledge and understanding of Local Government.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

| Local Government Capability Framework |
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| **Capability Group** | **Capability Name** | **Level** |
| **Personal attributes** | Manage Self | Intermediate  |
| Display Resilience and Adaptability | Intermediate  |
| **Act with Integrity** | **Adept**  |
| Demonstrate Accountability | Intermediate  |
| **Relationships** | Communicate and Engage | Intermediate  |
| **Community and Customer Focus** | **Adept**  |
| Work Collaboratively | Intermediate  |
| Influence and Negotiate | Intermediate  |
| **Results** | **Plan and Prioritise** | **Adept**  |
| Think and Solve Problems | Intermediate  |
| Create and Innovate | Intermediate  |
| Deliver Results | Intermediate  |
| **Resources** | Finance | Intermediate  |
| Assets and Tools | Intermediate  |
| **Technology and Information** | **Intermediate**  |
| Procurement and Contracts | Intermediate  |

**Focus capabilities**

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

| Local Government Capability Framework |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Act with Integrity | Adept  | * Acts honestly, ethically and with discretion and encourages others to do so.
* Sets a tone of integrity and professionalism with customers and the team.
* Supports others to uphold professional standards and to report inappropriate behaviour.
* Respectfully challenges behaviour that is inconsistent with organisational values, standards and the code of conduct.
* Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest.
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| **Relationships**Community and Customer focus  | Adept  | * Demonstrates a sound understanding of the interests and needs of the customers and the community.
* Takes responsibility for delivering quality customer-focused services.
* Listens to customer and community needs and ensures responsiveness.
* Builds relationships with customers and identifies improvements to services.
* Finds opportunities to work with internal and external stakeholders to implement improvements to customer services.
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| **Results**Plan and Priortise  | Adept  | * Consults on and delivers team/unit goals and plans, with clear performance measures.
* Takes into account organisational objectives when setting and reviewing team priorities and projects.
* Scopes and manages projects effectively, including budgets, resources and timelines.
* Manages risk effectively, minimising the impacts of variances from project plans.
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| **Resources**Technology and Information | Intermediate  | * Shows confidence in using core office software and other computer applications.
* Makes effective use of records, information and knowledge management systems.
* Supports the introduction of new technologies to improve efficiency and effectiveness.
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