



Senior Administration Officer

Directorate	Department
City Liveability	City Safety & Health
Position No	Enterprise Agreement Classification
BAL08	Band 5
Reports To:	Direct Reports
Coordinator Business Support	Nil

What we trust you to deliver

The Senior Administration Officer is responsible for ensuring the smooth administration of the Community laws unit with a particular focus on infringements processes. The Senior Administration Officer will provide mentoring and training to other staff in the administration team and provide feedback to the Coordinator Business Support to assist in managing workload issues.

What you will need to thrive

- Significant experience in an administration role.
- Experience in providing on the job training and mentoring to staff members.
- Competent in the use of MS Office and Outlook, other relevant computer software/programs including electronic database systems.
- Demonstrated commitment to a team philosophy and a desire to contribute to improvements in work practices.
- Excellent interpersonal skills including the ability to assist internal and external stakeholders in a confidential and efficient manner.

What success looks like

1. Consistently demonstrate and uphold Council’s shared values and behaviours in all daily activities; including the way in which decisions are made.
2. Provide a high standard of administrative and word processing support to the Community Laws area, including the maintenance of files, systems and records.
3. Provide support to the Coordinator Business Support with the identification and implementation of high level administration support to enhance the operation and performance of Community Laws team.
4. Maintain records and prepare regular reports relating to the Community Laws department’s activities.
5. Develop and implement various projects within the Community Laws Unit as required.
6. Provide a high quality of service to customers in an effective and efficient manner.
7. Identify and support various process improvement projects within the unit.
8. Support and mentor Administration Officers including on the job training.
9. Maintain awareness of legislative changes and review administrative process and procedure to support changes in consultation with Coordinator Business Support.
10. Actively participate in Council’s approach to performance, development and review process ROADmap. Your ROADmap is the opportunity to bring your whole self to work through celebrating your talents and strengths and supporting your performance and development.
11. This role may also be required to carry out other such duties as are within the limits of the employee’s skills competence and training.

The expertise you bring (including qualifications and experience)



- Completion of Year 12 together with Certificate in Office Administration Level 3 or 4 or substantial relevant work experience.
- Extensive demonstrated experience in dealing with the community.
- Experience and relevant training in the use of a range of computer software applications.
- Experience in local government would be an advantage

Key capabilities

Customer focus	Instills trust	Communicates effectively	Being resilient
Optimises work processes	Tech savvy	Plans and aligns	Resourcefulness

OHS, Risk Management, Equal Opportunity, Child Safe Standards and Charter of Human Rights

- Adhere to Council’s Health and Safety, equal opportunity and risk management policies, plans and procedures as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviours that does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council’s Child Safe Policy and Procedures.

Our Customer Promises

Our customer promises are our commitments to our customers.

- We care: we listen and take the time to understand you and what you need
- We’re helpful: we’re easy to deal with, professional and focused on clear, practical outcomes
- We’re fair: we work to meet your needs, while balancing our community obligations
- We’re knowledgeable: we’ll let you know what we can do to help and help you anticipate what else you might need
- We’re accountable: we’ll guide you through the next steps, always follow through and work with our colleagues to keep you informed of our progress

Who you will work with:

Internal:	External:
<ul style="list-style-type: none"> • Reports to City Safety and Health Coordinator Business Support • Receive guidance from Community Laws Coordinator • Community Laws unit – administrative support • Health Services – regular communication and liaison • Emergency Management – regular communication and liaison • Customer Service – regular communication and liaison 	<ul style="list-style-type: none"> • VicRoads • Infringements Court

Accountability and extent of authority

- Ensure the maintenance of appropriate records and assist with the administration of Community laws work.
- Prepare and sign correspondence on matters pertaining to the work of the unit that are standard or non-controversial.
- To provide accurate information to clients, taking into account any issues relating to confidentiality.
- Specialist advice or regulate clients - close supervision or clear guidelines; effect of actions taken on individual clients may be significant, but subject to appeal or review

Judgement & Decision Making

- May involve problem solving using guidelines, professional/technical knowledge or experience
- Problems are occasionally complex or technical, with new situations requiring some creativity and originality
- Guidance and advice is usually available within time to make a choice
- Operate within relevant legislative and Council policies, procedures and reporting requirements.
- Identify issues and opportunities as they arise.
- Requires application of sound Community Laws procedures and practices drawing on relevant Community Laws knowledge and experience

Specialist Skills and Knowledge

- Specialists and staff interpreting regulations require an understanding of underlying principles as distinct from practices
- Support employees require an understanding of long term unit goals and appreciation of wider organisation goals
- An understanding of polices, regulations and precedents
- Familiarity with the Infringements Court system
- Proficiency in the development of standardised administration procedures and practices.
- Ability to organise and plan appropriate documentation as required.

Management skills

- Have the ability to manage time, set priorities and organise work schedules in order to achieve specific objectives for self in the most efficient and effective way and within specified timelines.
- Achieve specific objectives within available resources and timetable
- Provide on the job training guidance and advice based on procedural and administrative matters to other employees where and when necessary.
- Able to implement EEO, OH&S, and training and development

Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of well-defined activities
- Write reports in field of expertise and/or prepare external correspondence
- Be able to communicate effectively with clients and other staff and to ensure appropriate levels of support can be provided.
- Excellent written and verbal skills required to liaise with a range of internal and external customers.

Inherent Requirements

The inherent requirements of the role are provided in the job advertisement as well as on Council's [Prepare to Recruit](#) page.

Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

Conditions of Employment

Conditions of employment are in accordance with the **Knox City Council Enterprise Agreement** and the Knox City Council Code of Conduct. Applicants will require the following:

Satisfactory Police Check	ID Verification Check	AU Entitlement to Work
Reference Check		

About Knox

Making a difference to others and our community is at the heart of everything we do at Knox. Future Ready Knox connects our vision, aligns our purpose with values, strategy and people experience. We all have an important role to play, in working together we will achieve all we aim for and more.



Our Values

Our values are the foundations to our success and culture at Knox. They represent what we stand for, inspire us to bring our whole selves to work and create a shared understanding to align the way we work with our vision and purpose.



Make a difference daily



Inspire and facilitate success



Think big act bold

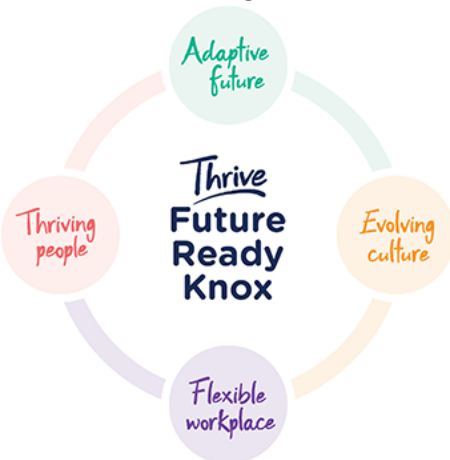


Do what is right (not what is easy)

THRIVE: Our Future Ready Knox Strategy

The world we live in is changing, placing ever more focus on people and what it means to be human.

It is time we reimagine the future of work and adapt how we lead our changing business, so we evolve and remain purposeful for our residents, our community and our City. We all have capacity to adapt and evolve. It is through harnessing our changing skillsets and mindsets, and working and learning together that we will bring out the best in each other and create a future we can all feel good about.



Adaptive future

We will pursue the future with a clear strategy of excellence and service. We will never stop learning and growing. We will be a resilient, adaptable and sustainable workplace comprised of thriving people working together to fulfil our core purpose: empowering our diverse community to thrive and prosper.

Evolving culture

We strive to be an agile organisation built on a foundation of psychological safety and trust in our leaders, our teams and ourselves. We will be defined by our love of learning, innovation and growth. We will be led by wholehearted humans who bring out the best in our people and drive collective ownership of our vision, strategy and values. This will ensure we respond, adapt and thrive in a rapidly changing world.

Flexible workplace

We will thrive in our inclusive and connected workplace, defined by flexible practices and spaces, and enabled by new technologies and business intelligence. These will support our people to explore and adopt new ways of thinking, learning and working that ultimately deliver greater value to our community.

Thriving people

We will be defined by our resilient, diverse and capable people and will support them to keep growing and leveraging their passions, talents and skills. We will improve the ways we engage and communicate, embrace productive conflict and hold each other accountable for our commitments. We will harness our collective potential to make a difference and create a future we can all feel good about.

Please refer to our website www.knox.vic.gov.au for more information about Knox City Council.