



# Position Description

<b>Position Title</b>	Administration and Project Support Officer
<b>Position Number</b>	3165
<b>Division</b>	Corporate Services
<b>Department</b>	Customer Experience and Corporate Performance
<b>Position Status</b>	Full Time
<b>Classification</b>	Band 5
<b>Position Reports to</b>	Manager – Customer Experience and Corporate Performance
<b>Position Supervises</b>	Nil
<b>Date Reviewed</b>	March 2025

## Position Objective

The Administration and Project Support Officer provides a wide range of administrative and project support associated with the operational functions and delivered services within the Customer Experience and Corporate Performance Department as directed by the Manager, Customer Experience and Corporate Performance.

## Key Responsibilities

### 1. Administration Support

- Establish, maintain and continually improve systems, procedures and processes in relation to administrative requirements that support the efficiency and effectiveness of the department.
- Monitor and support the management of manager calendars, OneNote documentation, emails, and meeting room bookings, internal and external correspondence and presentations.
- Prepare quotes, purchase orders and requisitions and support processing of invoices to ensure timely payment of accounts.
- Establish and maintain electronic files in accordance with corporate and legislative requirements.
- Coordinating the preparation of the Team's corporate and departmental activities including monitoring reports on budgets, forward agenda, key performance indicators and department actions, along with other performance areas.
- Organise department events, associated activities and communication
- Other administrative duties as directed by Manager, Customer Experience & Corporate Performance.

## 2. Project Support

- Support the preparation of high-quality correspondence, reports, presentations and other documents as required using MS Office Suite and customer/ knowledge base portal.
- Support the Manager and team in project document management, ensure appropriate document structure setup for the department and the management process complies with corporate policy.
- Coordinate meeting agendas, associated documentation and completion and distribution of minutes.
- Deliver outstanding customer service to internal and external stakeholders by responding to enquiries, providing accurate information, and resolving or escalating issues effectively.
- Support the coordination and implementation of specific projects or initiatives, working collaboratively with cross-functional teams to support deliverables to associated timeframes.

## 3. Knowledge Management Coordination

- Collate and update intranet content for the department to support consistent service information resulting in improved internal and external customer outcomes.
- Collaborate with departments across the organisation to optimise and maintain content for the knowledge management system that is accessible and customer centric whilst aligning with Council's digital content and governance framework.

## Position Requirements

### 1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- Nil

The incumbent has delegated authority for:

- Nil

The incumbent is responsible and accountable for:

- Ensure the effective delivery of administrative support systems, including the quality, effectiveness and timely delivery of services provided across the Customer Experience and Corporate Performance department.
- Uses initiative to make decisions and take action to support the Manager. Decisions and actions are always subject to appeal or review by more senior employees.
- Works competently within Council policy, processes, systems, guidelines and relevant legislation.

### 2. Judgment and Decision Making

The incumbent is accountable for:

- Prioritising tasks according to urgency and importance.
- Exercising discretion and maintaining high levels of confidentiality required in the role.

- Assist in the development of systems and methods that support the administrative functions of the Customer Experience and Corporate Performance Department.
- Solve problems and make informed decisions within an established framework utilising experience gained on the job, at times requiring innovation to resolve.
- Exercise judgement within the framework of well-defined operational and budgetary guidelines, provisions of relevant Acts, Regulations, Codes and Council policies and procedures.

### **3. Specialist Knowledge and Skills**

The following knowledge and skills are required to be utilised:

- High level ability to develop engaging communication and presentations to support the department.
- Ability to use the full suite of Microsoft products, e.g. Word, Excel, Outlook and PowerPoint.
- Ability to develop concise content for a knowledge management system.
- Understanding of Project Management frameworks and principals.
- High level of ability in letter and report writing, presentation design, minutes and note taking of meetings.
- Understanding of relevant technology, processes and procedures and their application to service improvements.
- Maintain high levels of proof-reading accuracy and correct use of grammar to develop quality presentations, correspondence and records.
- Ability to identify opportunities for process improvements and implement streamlined administration procedures.

### **4. Management Skills**

The following management skills are required to be utilised:

- Skills in managing time, setting priorities and planning and organising own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable..
- High attention to detail and ability to generate and present data.
- Demonstrated ability to translate policies to provide practical advice and assist to develop administrative processes and systems.
- Be able to work independently as well as in a collaborative team environment.
- Ability to anticipate, identify, resolve and/or avoid potential problems relating to areas of responsibility.
- Working as team to identify areas of continuous improvement.

### **5. Interpersonal Skills**

The following interpersonal skills are required to be demonstrated:

- Maintain high levels of confidentiality and management of sensitive information

- Well-developed communication skills in order to communicate effectively and gain cooperation, assistance and trust of other employees within the organisation and from visitors and clients.
- Ability to adapt to new or changing circumstances requiring flexibility and initiative.
- A proactive approach to understanding new technologies, the curiosity to figure out how things work, and a passion for improving the customer experience.
- Organisational skills and ability to meet competing deadlines.

## 6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Degree or Diploma in Administration or a related discipline or experience in a similar role.
- Administrative and organisational experience with a demonstrated proficiency in time management.
- Ability to work effectively with varied internal and external stakeholders
- Local Government experience would be highly regarded.

### Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

<p><b>Values and behaviours</b></p>	<p>The City of Kingston has four organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston’s ethics and values, including the Code of Conduct. Kingston’s Values are:</p> <ul style="list-style-type: none"> <li>• We make a difference</li> <li>• We show care and respect</li> <li>• We take pride in our work</li> <li>• We are better together</li> </ul>
<p><b>Safe Workplace Actions</b></p>	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&amp;S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
<p><b>Policies and Procedures</b></p>	<p>The responsibilities of this position are completed in line with all council policies related to the position.</p>
<p><b>Legislative Framework</b></p>	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position’s department.</p>
<p><b>Equal Opportunity and Child Safe Standards</b></p>	<p>The City of Kingston is an equal opportunity and child safe employer.</p> <p>The City of Kingston values the diversity of lived experience, abilities, backgrounds, and identities and is committed to creating a workplace where all employees feel safe, supported, and connected to perform at their best.</p> <p>We value the diversity of lived experience and the positive impact this can have on outcomes for the Kingston community. We value employees from all backgrounds, identities, and experiences such as; Aboriginal and/or Torres</p>

	Strait Islander peoples, Women, those identifies as part of LGBTIQ+ communities, culturally and linguistically diverse persons and persons with a disability.
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**Prerequisites**

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia
- Hold and maintain a Working with Children’s Check
- Pre-employment health Declaration

**Inherent Physical Requirements**

**Category B – Desk based / General administration role** - This role has been assessed as a low-level manual handling and low risk role. It requires each applicant to complete the Health Declaration form.

**Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.**

**Applicants should declare any requirements via the Health Declaration form.**

**Variation to conditions of employment**

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.