Position Description

MITCHELL SHIRE COUNCIL

Administration Team Leader

27 October 2026

Position Number
500705

Directorate
Environment, Growth and Infrastructure

Department
Statutory Development Processes

Reports to
Manager Statutory Development Processes

Classification
Band 5

Employment Status
Permanent

Location
Wallan
Onsite and flexible arrangement
Employees may be directed to move either permanently or for temporary periods to other locations within the Shire due to operational requirements.

About the role

The Administration Team Leader provides day to day supervision of the Statutory Development Processes Administration team, ensuring the efficient delivery of high-quality services whilst promoting a culture of professionalism, equality, teamwork, accountability and innovation, while maximising team effectiveness and service quality.

The role also provides direct administrative support to the Manager Statutory Development Processes. Assisting with incoming emails, CRM, arranging meetings and other general administrative tasks.

Key responsibility areas

Administration Team Leader

- In conjunction with the Manager, Statutory Development Processes, and Coordinators throughout the department, provide day to day supervision and support to Administration unit and promote a culture of professionalism, equality, teamwork, accountability and innovation, while maximising team effectiveness and service quality
- Plans day to day administration team work priorities and shared work loads.
- Work across the Planning, Engineering, Transport & Subdivision and Building Service departments to further develop and improve service levels & knowledge

- Guide the Administration team to achieve excellence in service delivery and present a positive image of Council
- To undertake telephone and counter enquiries and to provide professional technical advice.
- Supervise and guide Administration officers to ensure excellence in service delivery whilst maintaining effective and co-operative communication between staff and other key stakeholders
- To assist in the development, implementation and review of procedural strategies to increase operational efficiencies across the department
- Supervise the distribution of tasks within the administration team in order maintain service level during periods of leave within the team.
- To aid the Statutory Development Processes department by maintaining and updating the unit's website pages with current forms, documents and information
- Contribute to the development of operational policies and implement policies within Statutory Development Processes unit.
- Support the implementation of systems and processes to enhance Statutory Development Processes unit
- Provide diary management, email assistance and CRM assistance to Manager Statutory Development Processes

Human Resource Management and Occupational Health & Safety

- Provide leadership for Statutory Development Processes Administration Officers
- Assist with the supervision and development of Administration Officers including setting and changing rosters, performance development, training, recruitment and retention, performance management, annual reviews and implementation of relevant legislation including EEO and OH&S.
- Maintain adequate staffing levels by effective rostering
- Provide strong leadership which will promote the organisational culture of staff empowerment and continuous improvement.
- Provide leadership and provide guidance with occupational health and safety, risk management and Council policies within Local Laws Administration unit.
- Comply with occupational health and safety legislation, risk management requirements and all Council policies.

Office Management

- Act as point of contact for kitchen consumables, and building maintenance for Councils Wallan office
- Raise purchase orders for Statutory Development Processes department as required
- Act as point of contact for department smartfleet and Managers Corporate Credit Card
- Arrange a range of workshops, meetings and follow up minutes or agendas as required by the Department

Reporting

- Collate statistics from relevant business units, and populate information into a PowerPoint presentation for Councillors.
- Run regular reports of outstanding Customer Requests, and manage finalization of these across the department
- Work with Coordinators to produce KPI reporting for the administration

Other Duties

- Responsibilities and duties included in this position description are subject to the multi- skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

About you

Key Selection Criteria

1. Tertiary qualifications in administration or a related field or equivalent relevant experience.
2. Demonstrated experience and skills to effectively coach and mentor staff to achieve agreed outcomes and performance standards.
3. Demonstrated understanding of Local Government operations in relation to Customer Service requirements.
4. Demonstrated ability to prioritise and meet deadlines despite conflicting demands.
5. Highly developed interpersonal skills incorporating written and verbal communication, negotiation, facilitation and mediation skills.
6. Excellent customer service skills incorporating the ability to gain co-operation and assistance from customers, members of the public and other Council officers
7. Lateral thinker with an ability to identify and implement improvements to existing processes and procedures.
8. High degree of computer literacy in a range of programs.

Pre-employment check

- National Police Check
- Working with Children Check
- Valid Victorian driver's license

About Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

As we grow, we will be leaders in protecting the environment and preserving the country feel and liveability of our unique communities, with visionary planning for a cohesive, prosperous, safe, and healthy future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:

Structure

Mitchell Shire Council consists of the following three Directorates:

- Partnerships, Economy and Communities
- Environment, Growth and Infrastructure
- Organisational Performance

Our Commitment to Diversity, Inclusion and Safety

Mitchell Shire Council is an equal opportunity employer committed to an inclusive and accessible workplace that values diversity and upholds the highest standards of integrity and responsibility. We actively welcome and encourage applications from individuals of culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people, members of the LGBTQIA+ community, and people with disabilities.
This commitment aligns with and supports the standards set by the Charter of Human Rights and Responsibilities Act 2006 (Vic), the Gender Equality Act 2020, the Climate Change Act 2017, and the Commission for Children and Young People Child Safe Standards, ensuring our compliance with human rights, gender equality, climate responsibility, and child safety.

Position requirements

Accountability and Extent of Authority

- Accountable for the efficient and timely completion of matters relating to administration activities are completed in accordance with legislative frameworks and Council policies and procedures
- The position has authority to provide specialist advice and information to interested parties
- Decisions may have a significant impact on individuals within the community
- The position is required to exercise judgement to properly prioritise conflicting pressures for work output from different staff members
- Responsible for managing the administration officers, noting the impact of decisions in this role may have significant impacts on individuals which may have an effect on the wider unit and leadership team; final sign off for these decisions is held by the Manager, Statutory Development Processes
- Preparing reports as required

Judgement and Decision Making

- Ability to use initiative to identify creative solutions when encountering complex issues
- Ability to guide the continuous improvement of processes pertaining to administration across the Statutory Development Processes team
- The ability to determine the most efficient and effective way of undertaking administrative tasks
- The ability to solve problems as they arise using established procedures and guidelines and acquired knowledge through relevant experience
- The ability to develop innovative solutions to occasional problems of a technical or complex nature.
- Ability to promptly respond to changing circumstances and make sound decisions to ensure the ongoing efficiency and effectiveness of the Administration team
- Ability to make sound judgements and recommendations, including the ability to articulate reasons behind decisions
- Guidance and advice is usually available within the time required to make a decision or choice.
- Ability to exercise independent judgement within the parameters of the role
- Proven ability to work as part of a team

Specialist Skills and Knowledge

- A proven ability to effectively communicate, both verbally and in writing
- Ability to use initiative to identify creative solutions when encountering complex issues
- Ability to judge in determining what issues can be addressed with level of expertise and what issues are to be escalated
- A proven commitment to customer service principles and a demonstrated ability to deal with a diverse range of clients
- Knowledge and experience in the use of word processing and spreadsheet software.
- Good knowledge of all aspects of the subdivision policy, process and precedent including across all relevant Departments of Council

- Understanding of the role and function of relevant objectives of the Statutory Development Processes department
- Ability to develop programs and activities to meet audience needs and targeted outcomes
- Understanding of the impact of their work and goals within the unit, branch and wider organisation

Management Skills

- Ability to manage time, continually setting priorities which requires planning and organising own time and work, to ensure its completion within the statutory time limits and Councils deadlines
- Demonstrated experience and skills to effectively coach and mentor staff to achieve agreed outcomes and performance standards
- Demonstrated capacity to support service improvements
- Ability to implement Equal Employment Opportunity, OH&S procedures and polices
- Capable of delivering training and development to the administration team as required and be proficient as a subject matter expert for other members of the team to rely on
- Ability to meet priorities and completing workload demands
- Ability to attain objectives and goals of the position within set timelines and within conflicting priorities
- Ability to work with minimal supervision and direction

Interpersonal Skills

- The ability to prioritise and co-ordinate work commitments of self and those under direct supervision of the role
- The ability to gain co-operation and assistance from members of the public and other employees in the administration of well-defined activities
- Writes reports in field of expertise and/or prepare external correspondence
- Able to deal with difficult situations, resolve problems and gain cooperation to achieve successful outcomes
- Ability to work effectively and efficiently under pressure
- Absolute integrity, trustworthiness and professionalism
- Ability to professionally represent Council at forums and meetings
- Able to work as part of a team to meet and deliver Council services and requirements
- Ability to work cooperatively and collaboratively with others
- Well-developed oral and written communication skills; including the ability to write effective external correspondence and reports

Qualifications and Experience

- Substantial experience in operation of PC-based software.
- Proven experience in working with minimal supervision.
- Relevant experience in planning, engineering, building and health procedures.
- Appropriate degree or diploma and/or expertise within a planning environment

- Tertiary Qualification in Business Administration or relevant experience in Office Administration
- Demonstrated experience and skills to effectively coach and mentor staff to achieve agreed outcomes and performance standards.