

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Senior Administration Officer (First Nations Engagement & Outcomes)
POSITION NUMBER:	5447
DIVISION:	City Life
DEPARTMENT:	First Nations Engagement & Outcomes
CLASSIFICATION:	Band 5
REPORTS TO:	Manager First Nations Engagement & Outcomes
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Various departments across the City
EXTERNAL LIAISONS:	Wadawurrung Traditional Owners Aboriginal Corporation, Wathaurong Aboriginal Cooperative, Geelong Aboriginal and Torres Strait Islander people and communities, Kilangitj Aboriginal Advisory Committee, specific First Nations community support and service agencies, state-wide networks, and members of the public.
DATE:	October 2024

POSITION OBJECTIVES:

The Senior Administration Officer First Nations Engagement & Outcomes supports work across Wadawurrung Country and with Wadawurrung Traditional Owners Corporation who are the Recognised Aboriginal Party covering Geelong.

As the Senior Administration Officer for the First Nations team, you will provide administrative support to the First Nations department, reporting to the First Nations Manager Engagement & Outcomes within the City Life directorate.

This role is responsible for undertaking and coordinating administrative tasks, maintaining records, drafting reports, and facilitating efficient communication within and across the team. The Senior Administration Officer will play a key role in supporting the effective delivery of initiatives and projects that champion the development and implementation of the Council's Reconciliation Action Plan, as well as the City's strategic and coordinated approach to engaging with First Nations people, organisations, and communities.

The Senior Administration Officer will have a flexible mindset, attention for detail, and ability to work within tight timeframes as they will be supporting multiple and varied functions and tasks at any one point in time. They will focus their time as directed by their People Leader to where administrative support is most required.

POSITION RESPONSIBILITIES:

- Manage the administrative functions of the First Nations department, including organising schedules, maintaining calendars, and coordinating meetings and appointments in line with City's administrative guidelines.
- Prepare and distribute correspondence, memos, reports, and other documents as required.
- Serve as a primary point of contact for internal and external stakeholders seeking information or assistance from the team, by managing incoming and outgoing communications, including emails (inbox management) and inquiries, ensuring timely and appropriate responses.

- Assist in the preparation of reports, presentations, and briefing materials, ensuring accuracy and adherence to established formats and guidelines.
- Support the planning and coordination of events, workshops, meetings, and community consultations, including logistics, venue and room bookings, invitations, and catering arrangements.
- Provide administrative support for First Nations Committees and projects - including tracking project deliverables and support the lead in collaborating with internal and external stakeholders to ensure smooth coordination and timely execution of activities.
- Liaise with Council staff, First Nations community members, and partner organisations to facilitate effective communication and collaboration
- Maintain positive and professional relationships with all stakeholders, providing excellent customer service and representing the office in a courteous and respectful manner.
- Assist in research activities, data collection, and analysis to support decision-making processes.
- Develop an understanding of business processes and practices and assist with identifying and implementing improvements to administrative business processes.
- Input data and record correspondence, requests and invitations using corporate (Rex and Pathways) and MS office software.
- Maintain the highest ethical standards, exercise discretion and maintain confidentiality of sensitive issues handled within the office.
- Adhere to all Council's policies and procedures relevant to this position.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of First Nations cultures to the heritage of all Australians and encourages First Nations people to apply.

KEY SELECTION CRITERIA:

Essential:

- Previous experience in an administrative role, preferably within a government or community-focused setting.
- Ability to connect with people through well-developed verbal and written communication ensuring accuracy and an approachable style.
- Professional presentation and courteous manner enabling professional, flexible and friendly working relationships.
- Excellent organisational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Strong attention to detail and accuracy in record keeping and documentation.
- Proficient computer skills, including MS Office Suite and database management.
- Ability to work independently, take initiative, and problem-solve.

Desirable:

- Certificate IV or above in Business Administration or at least 5 years relevant experience.
- Identifying as a First Nations Person or having a knowledge and understanding of First Nations cultures, protocols, and community engagement principles would be advantageous.
- Victorian Drivers Licence.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for providing efficient and effective information to internal and external customers.
- Exercises discretion within established and standard SOPs and routine work.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Decisions made will generally be routine in nature.
- Responsible for solving, to the best of their ability, issues that may arise which may be complex in nature.
- Counsel and guidance will be always available from the administration peers and People Leader.

SPECIALIST SKILLS AND KNOWLEDGE:

- Advanced computer literacy, with significant knowledge in using a range of software applications including, but not limited to, Microsoft Office suite, records management software (such as Records Explorer or TRIM) and financial software (such as Oracle).
- Ability to develop effective formal and informal presentations.
- Ability to draft correspondence on matters relevant to the position.

MANAGEMENT SKILLS:

- Ability to self-manage set priorities, ensuring the effective planning and organisation of short-term work activities.

INTERPERSONAL SKILLS:

- Written and analytical skills of an order sufficient to effectively prepare clear and concise reports and correspondence on matters relating to the position.
- Experience working independently and in a team environment, positively contributing to the team and solving problems

ADDITIONAL INFORMATION:

There may be from time to time a requirement for out of hours work and to work from different locations.