

# MELBOURNE WATER POSITION DESCRIPTION

Eastern Treatment Plant Administration & System Support Officer



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader, MHF and Management Systems	N/A
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The purpose of this position is to provide an efficient and effective administrative/coordination function to the management of the Eastern Treatment Plant. The position provides a direct interface with the public and contractors visiting the plant.</p>	
KEY ACCOUNTABILITIES:	
<p><b>Administration</b></p> <ul style="list-style-type: none"><li>• Co-ordination of stationery requirements for the plant</li><li>• Raising purchase requisitions and invoice management</li><li>• Manage ETP induction process, including requests and new profiles into the Learning Tank</li><li>• Filing fob requests, site orientation forms into personnel folders onto Inflo.</li><li>• Managing diaries, organising meetings and workshops</li><li>• Co-ordinating internal and outgoing mail</li><li>• Co-ordinating courier services</li><li>• Monthly financial reporting</li><li>• Q4 Administration including entering qualifications</li><li>• Managing catering requests for the group in accordance with the catering guidelines</li></ul> <p><b>Management of Security</b></p> <ul style="list-style-type: none"><li>• Administrative management for security keys and electronic access to ETP including the issuing of keys</li><li>• Arrange for the purchase/replacement of locks/keys as required</li><li>• Auditing of the manual and electronic keys</li><li>• Managing visitor sign in and reception</li><li>• Participate in the development of initiatives to improve site security and visitor management</li></ul> <p><b>Health and Safety</b></p> <p>The responsibility of everyone in Melbourne Water is to:</p> <ul style="list-style-type: none"><li>• Take care relating to the health and safety of yourself and those around you</li><li>• Follow agreed health and safety procedures and be willing to receive and provide constructive feedback</li><li>• Be actively involved in identifying, promoting and implementing initiatives that improve health and safety</li><li>• Be aware of the possible hazards in your workplace and act accordingly, including prompt reporting and, if possible, rectifying those hazards.</li><li>• Manage the PPE database and replacement reminders</li></ul>	

Job level: EA level 4

Assessed by: P&C

Date: July 2019

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KEY RESPONSIBILITIES	KPIs
Customer Service (Reception)	<ul style="list-style-type: none"><li>• Manage reception duties and greet visitors</li></ul>
Delivery of administrative support to Plant Manager and Team Leaders	<ul style="list-style-type: none"><li>• Complete SOP/SIP and other inflow related tasks as described in current Inflo work flows</li></ul>
Manage PPE orders, BACID and Visitor Management Systems as required by staff and visitors	<ul style="list-style-type: none"><li>• Provision of services in a timely manner</li></ul>

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## SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

The position requires:

- Well-developed interpersonal skills
- High level of organisational skills
- Well-developed Microsoft office skills (MS Word, Excel, PowerPoint)
- High level of flexibility
- Sound written and verbal communications skills and high level of customer service when dealing with internal/external people
- A demonstrated ability to achieve objectives and meet deadlines within resource restraints
- Understanding of document management
- Ability to work with minimal supervision

## KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

### INTERNAL

The Administration and Systems Support officer will be required to interact and communicate with all areas within Eastern Treatment Plant from operators, maintainers and asset managers. They will also be required from time to time to liaise with the office of the General Manager Operations and Maintenance other operations teams, and the finance team with the management of petty cash.

- Wholesale Services – especially other Eastern Treatment plant teams and the Office of the General Manager Wholesale Services
- Finance, risk and commercial services team
- Training and Development team

### EXTERNAL

- Service providers including Maintenance and Low Risk Capital (WGPN) and Major Program Delivery contractors

## SALARY RANGE:

- EA salary level 4

## OTHER COMMENTS:

This role requires the following :

- The Administration and Systems Support officer should be able to demonstrate previous experience in similar roles and have a Victorian Drivers License.

Location: Eastern Treatment Plant, Thompson Road, Bangholme.

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