Administration Officer	
Position Number:	500141
Directorate:	Advocacy and Community Services
Department:	Children's Services
Reports to:	Children's Services Coordinator
Classification:	Band 4
Employment Status:	Permanent Part Time
Location:	**Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.
Date created/amended:	
Employee signature:	Date: / /

About the Organisation

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

Together with our Community, create a sustainable future.

Values

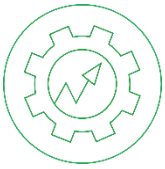
Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:


Working Together


Respect


Customer Service Excellence


Accountability


Continuous Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

> Governance and Corporate Performance
> Development and Infrastructure
> Advocacy and Community Services

About the Role

Objectives

To promote the provision of quality community services by providing administrative support to the unit, staff, families and children, according to Council and Government regulations, standards, and policies and procedures.

Key Responsibility Areas

> In accordance with Council's Customer Service Procedure, be proactive in the delivery of services, ensuring high quality customer service is provided at all times, to internal and external stakeholders, in all manner of delivery and whilst maintaining strong partnerships
> Take responsibility for designated portfolio area which may include but not be limited to; immunisation, maternal and child health, kindergartens, finance and reporting, this may change over time
> Undertake all administrative support functions within the community services team, have a sound level of competency in Microsoft office applications and internal databases.
> Maintain records in line with Mitchell Shire Council Record Management Policies
> Support coordinators and community services team members where required
> Provides relief to community services staff when required
> Invoicing, collection and reconciliation of relevant service revenue

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. Demonstrated relevant experience working within an administrative support role
2. Demonstrated experience in providing support to your direct line report and others within your team
3. Demonstrated computer skills and proficiency in Microsoft Office applications
4. Well developed oral and written communication skills
5. Demonstrated commitment to learn and ability to contribute to the team
6. Ability to plan, manage time, prioritise work and to achieve objectives from within a set timetable.

Qualifications and Experience

Essential

> Current Employee type Working with Children Check
> Proficient in Microsoft Office applications
> Demonstrated relevant experience working within an administrative support role
> A valid Victorian Driver's Licence
> Willingness to undergo a National Police Check

Desirable

> Certificate III in Children's Services
> Certificate III in Office Administration or similar office/business administration certificate.
> Current First Aid certificate

Position Requirements

Accountability and Extent of Authority

> The Administration Officer is accountable to the relevant Community Services Coordinator for participating in the efficient operation of the services.
> Accountable for the efficient undertaking of various functions within the services.
> Provides advice and information to staff and families within the guidelines of the services and in consultation with the Coordinator.
> Accountable for providing accurate and timely professional advice to the Coordinator and the Community Services Manager.
> The freedom to act is governed by clear objectives and budgets, frequent prior consultation with senior staff and a regular reporting mechanism to ensure adherence to procedures.

Judgement and Decision Making

> Ability to make appropriate decisions and evaluate alternatives within documented procedures
> Ability to make clear decisions pertaining to tasks to be completed
> Guidance and advice is always available

Specialist Skills and Knowledge

> Knowledge of the needs of young children and early childhood development
> Knowledge of the Early Years Learning Framework, Education and Care Services National Regulations and Education and Care Services National Law 2011
> The ability to support a developmentally appropriate programme for 3-5 year old children
> Thorough knowledge of appropriate emergency procedures

Management Skills

> Ability to plan and organise own workload in order to achieve Department objectives within set timeframes
> An ability to record and maintain accurate information and records
> Knowledge of the principles of Equal Employment Opportunity and ability to follow Occupational Health and Safety practices

Interpersonal Skills

> Integrity, trustworthiness and professionalism
> Maintain confidentiality, both within the Kindergarten and in the community
> Well developed team work and communication skills
> Sound written and oral communication skills
> Ability to interact and cooperate with staff

Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

> Mitchell Shire Council Enterprise Agreement No 6 2017-2020
> Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

> Victorian Local Authorities Award 2001
> Nurses (ANF Victorian Local Government) Award 2002
> National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

> Making decisions and providing advice consistent with human rights
> Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

> All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
> There is zero tolerance for all forms of abuse and neglect towards children
> All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
> Best practice standards will apply in the recruitment of staff, volunteers and contractors
> People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
> A statement of our commitment to child safety requirements is included in induction
> Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
> Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
> All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies

Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

> Understanding records management obligations and responsibilities
> Making and keeping accurate and complete records of business activities and decision making
> Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
> Ensuring the quality and accuracy of the data used or entered on Council databases and systems
> Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

> In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
> Ensure a high quality customer focused service at all times
> Contribute to excellence in service delivery and present a positive image for Council
> As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
> Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.

Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO
A Monthly ADO is available to full time staff. As a full time, indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO
A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.

Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.

Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.