

POSITION DESCRIPTION



Position Title: Buildings & Property Administration Officer
Department: Buildings and Property
Division: Technical Services and Operations
Grade: 5
Approved Status: Permanent Part Time (14 hours per week)
Last Reviewed: October 2017
Reviewed By: Manager Buildings & Property

1. Objectives of Position

- 1.1. Assist and support the Buildings & Property team by providing administrative services including document management, customer service, report writing, purchasing, and other administrative duties as required.
- 1.2. Provide administrative support to the Manager, Buildings & Property

2. Key Accountabilities

2.1. Technical / Operational

- 2.1.1. Provide general administration support to Buildings & Property team as required and within the incumbent skills set.
- 2.1.2. Provide business systems support to the team to ensure an effective, accurate and consistent approach to document management, correspondence, report generation and other general administrative practices.
- 2.1.3. Assist the Manager in the day to day operation of the team
- 2.1.4. Provide administrative and secretarial support to the Manager and the team
- 2.1.5. Prepare correspondence, reports, memos, minutes and assist with any promotional materials
- 2.1.6. Liaise with customer service team to ensure community enquiries are dealt with in a timely and appropriate manner
- 2.1.7. Undertake other relevant duties as directed by the Manager Buildings & Property which are consistent with the employee's skill, competence and training

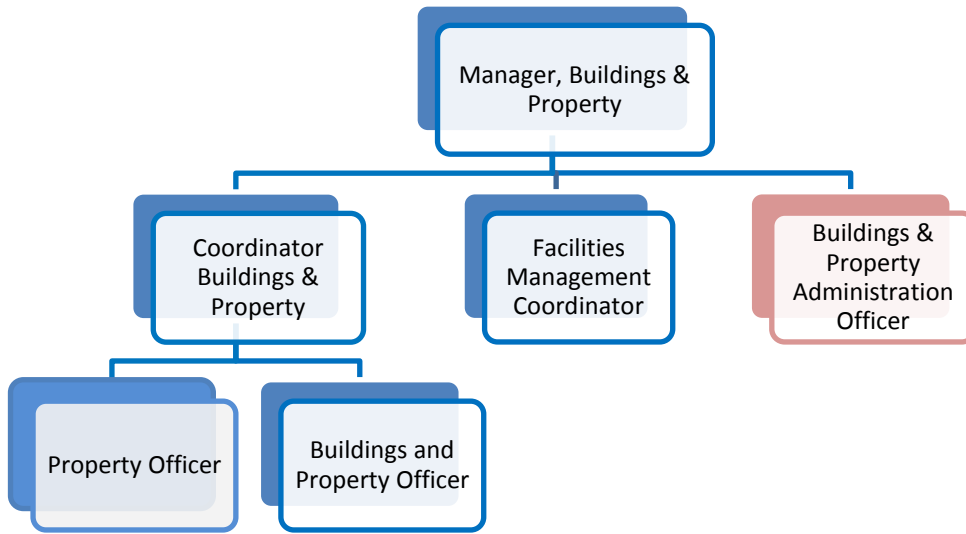
2.2. Financial

- 2.2.1. Assist the Buildings & Property team with its procurement requirements including creation of purchase orders, receipting of invoices against purchase orders and, the tracking of finances
- 2.2.2. Assist the team with tenant management

2.3. General

- 2.3.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- 2.3.2. Collaborate and communicate with members of the Department to create an enthusiastic and motivated atmosphere where staff work in a prompt manner.
- 2.3.3. Support management in the process of workplace reform service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- 2.3.4. Maintain a commitment to workplace safety, risk mitigation and EEO acting to rectify where necessary.
- 2.3.5. Carry out additional tasks within your skill sets as assigned by your manager.

3. Position / Department Structure



4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Relevant education with Certificate III in Business or equivalent OR previous experience in similar position.
- 4.2. Experienced in the provision of business support, including administration, information systems, and purchasing.
- 4.3. Excellent verbal and written communication skills with strong report writing capability
- 4.4. Excellent computer literacy skills.
- 4.5. Commitment to workplace safety, risk management and EEO principles.
- 4.6. Strong attention to detail.

5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. Demonstrated ability to guide and train staff in the application of business systems.

6. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____ Date: _____
Appointed employee

Signed: _____ Date: _____
Supervisor / Manager

Signed: _____ Date: _____
Director / General Manager

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc., required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for Technical Services and Operations City Services or City Assets Department and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We treat each other the way we would like to be treated.

8.5. Respect

We work together collaboratively, and in support of each other.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____ Date: _____
Appointed employee

Initialled: _____ Date: _____
Supervisor / Manager

SKILL PROGRESSION & ASSESSMENT RECORD

Business Administration Officer - TS&O

Generic skills - Apply at all salary steps

Common Skills	Standard for the Use of Skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Accept responsibility for and manage own work	Work area is well organised and safe in accordance with relevant standards/policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Instructions are clearly understood and factors effecting work requirements are identified and appropriate action taken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Workload is reviewed and prioritised within allocated timeframes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Responsibilities and duties are performed in accordance with work standards and Council policies, procedures and code of conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Appropriate persons are informed if additional support is required to complete allocated work within agreed timeframes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Communication	Communication with staff at all levels is appropriate to the workplace standards and promotes co-operation at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Code of Conduct, organisational policies, operating management standards and procedures	Comply with the requirements of Council's Code of Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Comply with all organisational policies, operating management standards and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Customer Service	Communication with the public is conducted in a courteous manner and the information provided is accurate and timely in accordance with Council policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	A standard of personal presentation and contact with customers is in accordance with Council policy and guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Business Administration Officer – Position Description & Skills Assessment

	Complaints or disputes are identified and resolved promptly or referred to the appropriate person(s)						
EEO	The principles of equal employment opportunity are observed and implemented						
Maintain Records	Confidentiality of information and records is maintained						
	Records are secured, accessible, accurate and up to date						
	Complies with Council's Records Management Policy and the State Records Act 1998						
Organisational Values	Creativity – explore, and encourage others to explore, opportunities and new ideas						
	Fun – Maintain a positive attitude and get to know others in the workplace						
	Leadership – Inspire and enable themselves and others to reach their full potential						
	Respect – Work together collaboratively and in support of each other						
	Teamwork – treat others the way you would like to be treated						
Sustainability	Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies and procedures						
WH&S and Risk Management	Take reasonable care for the health and safety of themselves and others						
	Cooperate with any reasonable policy or procedure of Council in relation to WH&S						
	Reports all incidents, hazards and near misses to their direct supervisor						
	Use Personal Protective Equipment (PPE) where appropriate						
	Maintain all tickets, licences, operative training etc, required for the job.						
	Attend all specified training and induction courses						
	Participate in workplace inspections						

Business Administration Officer – Position Description & Skills Assessment

Step 1							
Common Skills	Standard for the Use of Skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Meet Essential Qualifications and Experience							
Administrative and Secretarial support to Manager and team	Allocated tasks are carried out efficiently and accurately in accordance with established procedures and policies.						
	Reports, correspondence and other document are produced accurately in the required format and within agreed time frames.						
	Templates prepared and maintained for each division/section in the library to collect relevant monthly/quarterly statistics and information						
	Minutes of meetings are correctly independently recorded, prepared and distributed in accordance with established procedures.						
	Any action arising from meetings followed up accurately and efficiently.						
	Effectively coordinates day to day activities of the Department including planning and organising of work						
Use of Technology	Demonstrates a working knowledge of basic office software including word processing, spreadsheet, database and Microsoft Outlook in accurately and correctly producing correspondence and reports and in the despatch and receipt of email.						
	Act as key user within the Department in the application of corporate software used by the Department						
	Have full understanding of uses, capabilities and outcomes of Business systems.						
	Assist in co-ordinating in house education on system, capabilities, standard methods of use and advice on changes/updates to system						
	Provide advice/assistance to other staff (as directed by their Manager/ Supervisor) to ensure efficient and effective use of Systems.						

Business Administration Officer – Position Description & Skills Assessment

	In partnership with IS Section and other key users participate in system development adhere to System Guidelines, enhancements and upgrades, including budget requirements.						
Organise and prioritise work	Assesses work priorities and organises work to ensure activities, issues and enquiries are dealt with in a timely manner according to required time frames with little need for supervision.						
Correspondence and reports	Drafts of correspondence are concise, accurate and in the required format.						
	Reports contain all the relevant information, are produced accurately in the required format, and within agreed time frames						
Research and information	Information requirements are clarified and sources of relevant information from both inside and outside council are identified and assessed						
	Information is collated and produced in useable form within agreed timeframes						
	Additional information required is identified and assessed						
Communication	Communicates effectively and tactfully both orally and in writing at all levels. Handles enquiries and requests for information in a courteous and helpful manner						
Understanding Departmental Activities	Ability to find information on tasks eg. Financial reports, customer requests, community issues						

Step 2							
Common Skills	Standard for the Use of Skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Provide Administrative and Secretarial support to Manager and team	.Administrative processes/practices within department are monitored and reviewed with other admin and professional staff						
	Daily work tasks are carried out without supervision						
	Preparation of Quarterly Reports						
	Update and create TS&O webpages in Council's website using <i>verve software</i> .						
Use of technology	Demonstrates advanced knowledge of basic office software including word processing, spreadsheet, database and Microsoft Outlook in accurately and correctly producing correspondence and reports and in the despatch and receipt of email.						
	Demonstrates a working knowledge of systems and network						
	Processes are maintained to meet identified criteria for efficiency of the system						
	Resolves day-to-day problems associated with IT to ensure the continuity of efficient running of the system						
	Arrangements are made to fix faults where necessary in accordance with established procedures						
	Assistance/ instruction provided to other staff where necessary in the use of Corporate software						
	Demonstrates a working knowledge of all aspects of the financial systems in relation to processing transactions and reports and budget reporting						
Creation of Correspondence and reports	Workflows are monitored and reports are produced accurately						
Knowledge of departmental activities	Demonstrates a detailed knowledge of departmental activities.						
	Referral of issues raised to appropriate Managers and Department Staff						

Business Administration Officer – Position Description & Skills Assessment

	Demonstrates awareness of Council processes, meeting procedures and practices						
Communication .	.Communication is accurate, effective, timely and maintains good relationships						

Step 3							
Common Skills	Standard for the Use of Skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Provide administrative and secretarial support to manager and team	Ensures smooth and efficient runnings are responses within Department						
	Assists the Director and Managers in the management/review of departmental workflows and outputs						
	Ensure implementation of policy/procedures ensuring all employees are informed and have an understanding of issues involved and their responsibilities						
Reporting	Develop and maintain reports to monitor expenditure against budgets						
	Information is provided in a language and format appropriate to the customer. Customer is consulted to ensure that information meets requirements.						
Technology.	Demonstrates expert knowledge of basic office software including word processing, spreadsheet, database and Microsoft Outlook in accurately and correctly producing correspondence and reports and in the despatch and receipt of email.						
	Demonstrates advanced knowledge of the use and application of Corporate software						
	Proactively trains staff in the use and application of corporate software systems						

Step 4							
Common Skills	Standard for the Use of Skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Provide Administrative and	Assist Managers and Director in monitoring performance against key objectives						

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Step 5 – Work Plan
Part 2 –General, Planned or Ongoing Activities (including Professional Development opportunities)

Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
		Standard Met			Standard Met			
		Yes	No	N/A	Yes	No	N/a	
Example	Taking on higher level responsibilities Exposure to other work activities Improvements in current work practices							

Step 6 – Work Plan
Part 1 -To be derived from Operating Plan

Delivery Plan Action	Operating Plan Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments
			Standard Met			Standard Met			
			Yes	No	N/A	Yes	No	N/A	
EXAMPLE using row 154 of the Delivery Plan spreadsheet – Executive Services for the Manager Corporate Strategy position									

Business Administration Officer – Position Description & Skills Assessment

Engage residents, ratepayers and other stakeholders in decision making about Council resources and other issues	Coordinate an ongoing community engagement program to identify and test the levels of Council service and subsidy required by our local community.	<i>Responsible for community engagement program which includes:</i> <ul style="list-style-type: none"> • <i>Citizen’s Panel review of Council services</i> • <i>Customer Satisfaction Surveys</i> • <i>Community workshops on FP20 & Resourcing Strategies</i> 							

Step 6 – Work Plan									
Part 2 –General, Planned or Ongoing Activities (including Professional Development opportunities)									
Activity	Individual contribution (Work Plan)	Interim Appraisal			Annual Appraisal			Comments	
		Standard Met			Standard Met				
		Yes	No	N/A	Yes	No	N/a		
Example	Taking on higher level responsibilities Exposure to other work activities Improvements in current work practices								

Agreement

The Skills Descriptors are current and accurately reflect the requirements of the position.

Manager Name:

Signature:

Date:

Employee Name:

Signature:

Date: