

## POSITION DESCRIPTION

<b>Position Title</b>	Administration Support Officer
<b>Classification</b>	Level 4
<b>Business Function</b>	Corporate Services
<b>Reports to</b>	Corporate Services Coordinator
<b>Date</b>	April 2018

### CONTEXT

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The Cradle Coast Authority (CCA) exists to build a vibrant, capable and resilient Cradle Coast Region. We connect communities, business and government to work together for the good of the region, whilst advocating and supporting change to unlock the region's potential. The CCA contributes to this with its responsibility for the delivery of regional economic development, tourism and natural resource management functions in the Cradle Coast region.

The Corporate Services business function provides administration, health and safety, human resources, finance and governance support for the organisation. The Administration Support Officer is responsible for supporting the CCA's Corporate Services business function to deliver effective, efficient and high-level administration support. As well as building a positive workplace culture by continually developing an engaged and motivated workforce in accordance with industry best practice.

### OBJECTIVES

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The Administration Support Officer provides support to the Corporate Services business function, including office management, administration, reception and phone duties, finance, governance, human resources and health and safety. Primary functions of the role include:

- Timely accurate support and advice to management and staff on administration, finance, human resources and work health and safety matters
- Implement and coordinate processes and systems that support continuous improvement
- Proactively ensure corporate development changes are adopted and reflected in operations and policies
- Foster a productive and harmonious workforce

The CCA is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values-based culture. Our values are core to everything we do, they are critical in defining our personality. We are **responsible**, **principled**, and **open** through our core values:

- **Collaborative** – contribution is meaningful and recognised, we listen with intent to understand.
- **Optimistic** – we see the best possible outcome and strive for that.
- **Growth Mindset** – we look for the opportunity to experiment. Effort and failure is integral to the learning journey.

- **Adaptive** – We change when we need to and remain effective. We recover and refocus on the task ahead quickly and easily.

We also have 'permission to play' values which provide minimum behavioral standards required to be part of our workforce. These are:

- **Integrity** – we do the right thing even when no one is watching.
- **Honesty** – we keep our promises and take responsibility.
- **Respect** – we show consideration for each other and welcome differences.

## ACCOUNTABILITIES

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- Support the delivery of effective and efficient corporate services
- Delivery of duties in accordance with policies and procedures
- Accurate and timely processing of information
- Manage and maintain corporate management system
- Continually create opportunities to improve systems, processes and outputs
- Ensure all work practices are carried out in a safe manner in accordance with work health and safety policies and procedures
- Develop, prioritise, coordinate and deliver initiatives identified in corporate plans

## RESPONSIBILITIES

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The Administration Support Officer is responsible for supporting the Corporate Services business function. The role is multi-skilled and could be flexibly utilised across the business to meet specific needs.

The person occupying this position will **support** the various requirements of Corporate Services including:

- Reception and administration duties including greeting & directing visitors
- Prepare and maintain reception, meeting rooms and facilities to a high standard
- Manage meeting room and equipment bookings and catering requirements
- Appropriately manage communications (email, mail and telephone) in accordance with agreed business practices and deadlines
- Coordinate fleet vehicle and travel requests
- Assisting with Information Technology support and phone related issues
- Assisting and maintaining the corporate document management system
- All aspects of accounts payable, receivable and purchasing, including month end reconciliations as required
- Provide backup for fortnightly payroll processing including processing timesheets, leave requests and payroll

- Secretarial support to executive meetings and working groups as required, including minute taking and preparation of various documents for review and approval
- Comply with workplace health and safety legislation, policies and procedures
- Participate in team meetings and contribute in a positive way
- Maintain client and business confidentiality and privacy
- Assist with the preparation of media releases, electronic newsletters and other corporate documents
- Other duties as directed and consistent with the level of this position including the provision of coverage for other administrative positions within the Corporate Services business function as required

Work performed by this position will impact on the effectiveness and efficiency of the Authority. Work will be required to be performed with considerable initiative, judgement and discretion.

The role requires professional judgement to ensure that competing and conflicting business priorities are met within agreed timeframes and to the required standard. Competing priorities are often impacted by non-negotiable deadlines requiring the occupant to manage demands.

The person in this role must be able to maintain confidences and confidential information.

## **KEY BEHAVIORAL INDICATORS**

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We are committed to high standards of performance and all employees are responsible for ensuring that behaviour is in line with key behaviour indicators.

- Completes all mandatory training for their role within the required timeframe, including inductions and any other business unit and team specific training
- Has a clear understanding of their role and responsibility and how it contributes to the CCA's Corporate Plan
- Contributes to performance conversations about agreed KPIs and CCA's values
- Partakes in meaningful career development conversations
- Is confident in addressing team members' performance when it doesn't meet expectations or CCA values
- Is inclusive when engaging with team members, communicates regularly and proactively supports others
- Understands the importance of wellbeing, promotes health and safety and looks out for others
- Demonstrates professional judgment to ensure conflicting and competing priorities are managed appropriately
- Is respectful of others, is calm, balanced and takes feedback on board
- Welcomes opportunities to connect and build relationships
- Effectively works in a collaborative manner with all concerned parties
- Attends meetings prepared, on time and listens openly to others' points of view

- Follows up on actions
- Proactively participates and provides input in discussions
- Clearly and accurately explains issues, policies, procedures and other pertinent information to clients and co-workers
- Effectively responds to change and reflects on past mistakes and failures
- Shows interest in opportunities to increase effectiveness and efficiency
- Is aware of the impact systems have on work flow
- Looks for and identifies inefficient or ineffective business practices and takes steps to eliminate or improve them
- Is proactive in anticipating the needs and wants of stakeholders

### **KEY PERFORMANCE INDICATORS**

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- Tasks are completed on time in line with agreed standards
- Overtime/TOIL is limited and only accrued when pre-approved
- Meets non-negotiable deadlines
- Appropriate communication methods are used to distribute important information
- Communicates effectively with stakeholders both verbally and in written form
- Clearly and concisely composes, proofreads and edits documents
- Documents are prepared with no errors and the correct use of grammar, spelling and punctuation
- Priorities are reviewed on a daily and weekly basis
- Records are entered accurately and in accordance with agreed records management practices
- Mail and banking is attended to daily
- Emails and requests are attended to within two days

### **DIRECT REPORTS**

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- Nil

### **ORGANISATIONAL RELATIONSHIPS**

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#### **INTERNAL**

- CCA employees
- Cradle Coast Authority Board and Committees

#### **EXTERNAL**

- Customers and suppliers

- Government representatives and local, state and federal government agencies
- Member councils
- Community associations, networks and industry representatives

## **JUDGEMENT**

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- Organising and prioritising of daily and weekly activities
- The incumbent will work within the bounds of establish policy, procedure and processes making decisions within their technical field of knowledge
- Complex matters and conflicts will be referred to the Corporate Services Manager or Corporate Services team members for their advice and/or resolution
- Appropriate issues should be escalated within appropriate time-frames to the relevant Manager

## **CAPABILITIES AND EXPERIENCE – SELECTION CRITERIA**

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### *Essential*

- a) Demonstrated knowledge and experience in a broad range of administrative functions including finance, governance, human resources and work health and safety
- b) Strong interpersonal and communication skills (written and verbal) and a demonstrated ability to work autonomously or as part of a small team
- c) High level attention to detail and accuracy in writing, formatting and data entry processing
- d) Demonstrated high level research, analytical and problem-solving skills
- e) Well-developed computer skills including advanced skills in Microsoft Office, Word, Excel and Accounting and Corporate Document Management Systems
- f) Excellent time management skills, including the ability to multi-task and the flexibility to re-arrange work priorities to meet unexpected deadlines

### *Desirable*

- a) Qualifications in relevant fields i.e. accounting, administration, business
- b) General knowledge of the Cradle Coast region
- c) Understanding and working knowledge of local and state government
- d) Experience in the following areas:
  - Working with Boards and/or Committees, including sound understanding of contemporary governance processes
  - Updating websites
  - Preparing media releases
  - Preparing electronic newsletters
- e) Current driver's licence