

ADMINISTRATION OFFICER

POSITION DESCRIPTION



Position Summary

The Administration Officer provides a range of administrative and customer support services to assist the effective operation of Council functions.

The role applies established procedures, systems and practices to deliver accurate and timely administrative outcomes, maintain records, and respond to enquiries.

Working within established guidelines, the position exercises judgement in handling routine matters, manages competing priorities, and contributes to efficient service delivery across the organisation.

Position Details

Title:	Administration Officer		
Classification:	Band 4	Position Number:	
Category and status:	Temporary full time/part time		
Reports to:	Manager/Coordinator as applicable		
Supervises:	Nil		
External relationships:	Community members, government agencies, contractors, suppliers		
Date PD approved:	June 2026		

Position Key Responsibilities

Administrative Support	- Provide administrative support including preparation of correspondence, reports and documentation using established templates and processes. - Coordinate meetings and activities including scheduling, bookings and preparation of agendas and minutes as required. - Monitor shared mailboxes and ensure correspondence is actioned or referred appropriately. - Maintain registers, databases and filing systems to support departmental activities. - Monitor workflows and follow up outstanding actions to ensure timely completion.
Customer Service	- Respond to routine enquiries from internal and external customers via phone, email and in person. - Provide accurate information regarding Council services, processes and procedures. - Resolve routine customer issues and escalate more complex matters. - Maintain a professional and customer-focused approach aligned with Council standards.
Records and Information Management	- Create, maintain and archive records in accordance with Council's records management policies and procedures. - Ensure information is accurately recorded and stored in relevant systems. - Maintain confidentiality and security of information. - Monitor and maintain record accuracy and completeness.
Systems and Process Support	- Maintain and update departmental systems, databases and registers as needed. - Undertake data entry and assist in generating standard reports. - Apply established processes to support business operations.
General Support	- Assist with coordination of meetings, events and administrative activities. - Provide support across teams during periods of high demand. - Undertake research and information gathering within defined parameters. - Perform other duties within the scope of the role and classification.

Position Organisational Responsibilities

Internal meetings	Position will be required to participate in regular team meetings.
External collaboration	Position may, on occasion, be required to represent Council in a range of forums such as industry networks, government/agency workshops etc.
Risk management	Position is responsible for identifying and minimising risk to Council and for ensuring that all OH&S obligations are met.
Corporate records	Position is responsible for the accurate and timely storage of Council records, relevant to the position, in Council's record management system.
Customer Service	Position is accountable for adherence to the Customer Service Charter.
Council values	Position will demonstrate and encourage behaviour in line with Council values.
Behaviour	Will demonstrate behaviour of the highest of integrity; behaviour that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Position will be required to take a role in municipal emergencies as detailed in Council's Municipal Emergency Management Plan.

Position accountability, judgement, skills and qualifications

Accountability and extent of authority	The position is responsible for the accuracy and timeliness of own work and for the provision of professional and courteous customer service (whether internal or external). The position can make recommendations on process improvements.
Judgement and decision making	The objectives of the work are well defined but the particular method, process or equipment to be used may need to be selected from a range of available alternatives. Guidance and advice will always be available.
Specialist skills/knowledge	Position requires proficiency with the Microsoft Office applications, particularly outlook, word and excel; a good understanding of Council systems including Altus ECM. An understanding of visual media and new digital technologies such as Artificial Intelligence is desirable. Good organisational and time management skills are essential.
Management skills	Position must be able to manage time, prioritise, organise and plan own work.
Interpersonal skills	Must have good verbal communication skills and the ability to gain co-operation and assistance from customers, members of the public and other employees. Position requires the ability to prepare routine correspondence and reports and to develop procedures if required.
Qualifications/experience	Previous experience working in an administration/office-based position required. Experience in a corporate or government environment desirable.

Selection Criteria

Experience	Demonstrated experience in an administration/office-based position. Experience in a corporate or government environment would be an advantage.
Skills	Proficiency in Microsoft Office and administrative systems. Strong organisational and time management skills.
Communication	Well-developed written and verbal communication skills and the ability to provide good-quality customer service.
Motivation and initiative	Ability to work independently within established procedures. Ability to demonstrate initiative in reviewing and implementing improved or new work processes within scope.
Organisational skills	Ability to manage competing priorities and meet deadlines. High level attention to detail and accuracy.
Teamwork	Ability to work collaboratively and contribute to a positive team environment.

Acceptance of Position Description		
Approved: Director Corporate Services	Signature: 	Date: 9 June 2026
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
Approved:	Signature:	Date:

Position Description: Administration Officer
Altus ECM reference: INT26/330CAECB
Position Description developed: June 2026
Position Description reviewed: