

Melton City Council

Community Safety Administration Officer – Amenity Protection

Position Description

PD: 00310

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Community Safety Administration Officer – Amenity Protection
Directorate	City Delivery
Business Unit	Amenity Protection
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader Amenity Protection
Supervises	NIL
Internal liaisons	• All Council Staff
External liaisons	• General Public • Solicitors • Government Authorities

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide administrative support across all areas to the service delivery of the Amenity Protection Unit.
- Provide excellent customer service to both internal and external customers of the Unit.

5. Key responsibility areas

- Provide a general administrative function and support to Amenity Protection including word processing, data entry, telephone enquiries, filing and photocopying.
- Take appropriate action in response to enquiries in a timely and efficient manner having regard to Council policies and procedures.
- Record and register appropriate information in Councils Electronic Content Management System.
- Receive and distribute correspondence for the Amenity Protection Unit.
- Requisition payments as per Council's Purchasing Policy.
- Maintain a high level of confidentiality and discretion in the handling of a wide range of information and projects.
- Use of computer systems to generate statistics and reports.
- Processing and recording of compliance notices and letters, infringements and permits.
- This position will require out of hours work (take calls to arrange replacement school crossing supervisors).
- Perform other duties and tasks that could reasonably be expected of the position in accordance with the multi-skilling clause of the Melton City Council Enterprise Agreement.

6. Accountability and extent of authority

- Expected to exercise discretion within standard practices and processes and provide administrative support to the Coordinator Amenity Protection to produce all relevant documents utilising word processing and data entry skills.
- Professional provision of customer service by telephone and forwarding or receiving messages and undertaking quality control measures on behalf of Unit staff.
- Efficient production of documentation and accurate information recording and filing using specialised techniques.
- Maintain/update all relevant databases and filing systems, implementing quality control measures.
- Act generally in accordance with Council standard practices and procedural guidelines.

- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.
- Freedom to act is limited by standards and procedures, work performed is generally within specific guidelines but with scope to exercise discretion in the application of established standards and procedures.
- Freedom and ability to plan work at least a week in advance.
- The effect of decisions and actions are usually limited to a localised work group, function, individual job, client or internal procedures and processes.

7. Judgement and decision making

- Work objectives are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Utilise corporate systems, processes and standards for the handling of all documentation.
- Display discretion and confidentiality in dealings with members of the public.
- Determine the most appropriate officer to re-direct counter/telephone enquiries to from a range of available options.
- Show proactiveness in approach to all aspects of the position and seek advice of any other Council Officer for the purpose of fulfilling the duties and responsibilities of the role.
- Guidance and advice are always available within time to make a choice.

8. Specialist knowledge and skills

- Possess an understanding of the relevant technology, procedures and processes used within the Business Unit.
- Excellent knowledge of Windows based applications and databases for the production of a wide range of documents.
- Highly developed computer skills to produce accurate documentation.
- Well-developed customer service skills for telephone and email interactions and the ability and skills to provide training.
- Practice accuracy in record keeping and file management.
- Demonstrated understanding of the function of the position within the organisational context including relevant policies, regulations, precedents and goals of the Business Unit and wider organisation.
- Proficient in the application of standardised procedures, practices, Acts and regulations with an understanding of relevant precedents and previous decisions.

9. Management skills

- Possess a basic knowledge of personnel practices with the ability to provide on-the-job training and guidance.
- Developed skills to manage time, plan and organise own work.
- Manage time, prioritise daily routine functions in order of importance to coordinate with specific allocated tasks.
- Adapt quickly to change.
- Expected to have a knowledge of personnel, policies and practices.

10. Interpersonal skills

- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.



- Display sensitivity and discretion when dealing with confidential issues.
- Skills in written communication to prepare routine correspondence and reports.
- Communicate effectively with customers to identify needs and refer to appropriate Council Officer.
- Work as a team member including assisting other staff members.

11. Qualifications and experience

- Completion of a post-trade certificate in Administration or other post-secondary qualification below a diploma or degree, or knowledge and skills gained through on-the-job training.
- Experience in the operation of a variety of Windows based applications and databases.
- Relevant experience in administration and or customer service environment is preferable.
- Experience in a regulatory environment would be a distinct advantage.

12. Key Selection Criteria

1. Completion of a post-trades certificate in Administration or related field, or demonstrated equivalent experience.
2. Demonstrated ability to prioritise and perform a variety of administration tasks to a high level with attention to detail with variable work demands.
3. Excellent computer skills and experience with the operation of a variety of Windows based applications and databases.
4. Relevant knowledge of a regulatory environment.
5. Ability to support a collaborative work environment and maintain a high level of professionalism when liaising with internal and external stakeholders.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager City Safety &
Amenity

16/7/26

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

