

Position Description

Asset Management Support Officer

Position Title:	Asset Management Support Officer	Directorate:	Infrastructure & Development
Position Number:	100686	Department:	Assets, Engineering & Design
Employment Status:	Full-Time	Position Type:	Indoor
Employment Type:	Permanent	Location:	374 Main Road, Glenorchy
Classification Structure:	Grade 3		
Reports to:	Coordinator Asset Management		

PRIMARY PURPOSE:

The Asset Management Support Officer is responsible for maintaining and improving Council's asset information and financial data to support asset valuation and reporting and decision-making. The role supports the administration of Council-owned lighting assets, including contractor liaison, customer enquiries, asset records and payment processes and supports Council's office furniture asset management activities.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Asset Management Support Officer** reports to the **Coordinator Asset Management** on all operational and management matters.
- The role is a key contributor to the Asset Management Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, visitors and contractors.

Accountabilities And Responsibilities

Asset Management	▪ Capture, update and maintain the information in Council's Asset Information Management System (AIMS). ▪ Assist with asset data validation and quality assurance activities. ▪ Support asset valuation, report generation and asset management planning administrative processes. ▪ Assist with asset related administrative duties and tasks, as directed by the Asset Management Coordinator. ▪ Perform other tasks for which you are trained or licensed as required.
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Public Lighting Administration	▪ Support with lighting contract administration, contact contractors or TasNetworks in dealing with lighting- related complaints. ▪ Organise Council's monthly unmetered lighting payments by reviewing Streetlight Item Inventory Data from Aurora Energy. ▪ Assist with investigating lighting-related issues raised by internal and external stakeholders in an efficient, timely and professional manner. This may include site inspections, seek technical advice and assist with the implementation of approved solutions.
Office Furniture Management	▪ Liaise with internal and external parties to purchase, transfer, and dispose of Council's office furniture in a timely manner. ▪ Responsible for the annual stocktake of Council's office furniture.
Annual Plan & Strategic Reporting Assistance	▪ Assist with Council's financial reporting requirements for infrastructure asset valuations by updating and improving Council's asset management system data as required. ▪ Assist in the development of business procedures to support and improve Council's asset management. ▪ Assist in the development of business procedures for street lighting management. ▪ Assist in the development of business procedures for the stocktaking and purchasing of office furniture (including early learning/childcare furniture). ▪ Provide input into the development and implementation of Council's Annual Plan.
Asset Data Records/ Maintenance	▪ Maintain accurate records of Council's Assets. ▪ Timely and correct entry of asset data into Council's Asset Information Management System (AIMS). ▪ Regular auditing and cleansing of data. ▪ Ad hoc reports and regular reports on AMS data.
Team Work and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.

Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives. ▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.

Key Selection Criteria

Essential Qualifications	▪ Certificate IV in Business Administration, Asset Management or a related discipline, or demonstrated equivalent knowledge, skills and experience.
Licences	▪ Current registration to work with vulnerable people (RWVP) ▪ Drivers Licence
Skills and Experience	▪ Demonstrated experience or the ability to learn the operation of Asset Information Management Systems, GIS Enquiry System, Financial System, and other windows applications (Word, Excel etc). ▪ Demonstrated experience or the ability to learn new skills to adopt in a new role. such as contract administration, customer service and asset management. ▪ Demonstrated attention to detail and ability to follow and implement business processes accurately. ▪ Demonstrated ability to work as part of a team and autonomously on specific projects, with well-developed communication skills with the ability to relate to people at all levels and to influence where appropriate. ▪ Demonstrated problem solving skills along with the ability to recommend workable solutions.

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

Our Values



WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters



WE ARE TRUSTED

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn



TOGETHER WE ARE BETTER

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge



WE DELIVER

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own

We trust and are **TRUSTED** by each other

We know that by working **TOGETHER** we achieve better outcomes

We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	