



POSITION DESCRIPTION

Title	Administration Officer (RPS)
Position Classification:	Local Government (State) Award: Band 2 Level 2
Salary Range:	Grade 13 to Grade 19
Status:	Full time
Position revised on:	22 June 2026
Position written by:	Manager Ranger and Parking Services
Division:	Planning and Environment
Department:	Ranger & Parking Services
Reports to:	Team Leader Administration Support (RPS)
Special Conditions	35-hour week with access to flexitime.

POSITION DESCRIPTION – ADMINISTRATION OFFICER (RPS)

1. PURPOSE OF THE POSITION

The Administration Officer (RPS) is responsible for providing an efficient, secure and accurate document production and record keeping service to the Ranger and Parking Services Department. Moreover, the Administration Officer (RPS) will be required to make recommendations to improve the quality of reports, letters and investigations submitted by staff to ensure the highest quality of work is maintained within the department.

The role also encompasses the effective administrative support and customer service for a wide range of activities, ensuring the goals of the City Strategy Division are met and that the highest levels of customer service and community satisfaction are achieved.

2. KEY OPERATIONAL RESPONSIBILITIES

2.1 General correspondence and documents for Ranger and Parking Services staff, including registration into Council's document management system

Key tasks:

- Co-ordinate correspondence received from officers through word processing, ensuring adherence to Council's standard formats.
- Develop and maintain all RPS standard templates, for all external correspondence, ensuring adherence to current legislative requirements and no errors in regard to English grammar, spelling, context or syntax.
- Register documents in Council's document management system in accordance with Council's standard procedures.
- Ensure the effective processing & management of Parking permits.
- Assist with the administration process of unattended vehicles.
- Manage the administration of court documentation for hearings.

2.2 Co-ordination of external consultancy agreements

Key tasks:

- Manage the administration of external consultancy agreements.
- Maintain external contractor lists and contacts.
- Ensure contracts include current legislative requirements.
- Update Authority and ECM when appropriate, including notes.

2.3 Other duties

Other duties may be allocated by the manager or supervisor. These will be in accordance with the employee's range of skills, competence, training and/or experience or be part of a training/development plan.

Note: *Key tasks include, but are not limited to, those tasks associated with each of the above areas of responsibility.*

3. KEY CORPORATE RESPONSIBILITIES

3.1 Council's Vision and Core Values

Uphold and promote Council's Vision for making North Sydney a more satisfying place for people. Behave in a manner consistent with Council's Core Values:

- Provision of services to the community through co-operation and understanding.
- Responsive government based on open government and community participation.
- Honesty and integrity in all we do.
- Fairness and equity.
- Innovation and excellence.
- Responsive and responsible regulation

3.2 Best Value and Continuous Improvement

Provide best value to the community by applying a continuous improvement philosophy. Identify ineffective and/or inefficient processes and recommend improvements. Capitalise on changes so as to increase effectiveness and efficiency. Undertake to learn from the workplace experience. Participate in learning and development activities as/when appropriate and then apply the learned skills/knowledge on the job. Identify and report to management any obligations, risks and opportunities facing Council.

3.3 Council's Policies and Procedures

Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

3.4 Customer Service

Promote a professional and positive image of Council in accordance with Council's Customer Service Policy. Take a pro-active approach to providing excellent customer service – to both internal and external customers

3.5 Organisational Sustainability

Consider sustainability - economic, environmental, social and governance factors - in all activities and decision making in accordance with Council's Organisational Sustainability Policy and procedures.

3.6 Community Engagement

Comply with legislative requirements and Council's Community Engagement Policy and related procedures regarding the identification and implementation of consultation opportunities to ensure that stakeholders are consulted on matters of relevance to them. Ensure Council's Core Value of open government and community participation is upheld.

POSITION DESCRIPTION – ADMINISTRATION OFFICER (RPS)

3.7 Record Keeping

Undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions.

3.8 Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure an harassment-free workplace.

3.9 Ethical Conduct

Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

3.10 Work Health & Safety

Observe safe work practices and operating procedures and comply with the requirements of the WH&S legislation and Council's Policies and Procedures relating to Work Health & Safety.

Take appropriate action to ensure a safe and healthy working environment for self and others. In particular:

- participate in the identification and control of WH&S risks in the workplace;
- support work colleagues when they return to work following injury/illness and co-operate with management in relation to changes which may need to be made in accordance with the Return-to-Work/Injury Management Plan;
- if injured, co-operate with management in developing/implementing the Return-to-Work/Injury Management Plans.

3.11 Statutory Obligations

Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

3.12 Team Work

Support and promote teamwork through:

- co-operation;
- communication;
- sharing of relevant information;
- provision of responsive and accurate advice;
- maintenance of effective liaison with other employees within own team and across Council as/when appropriate.

4. CONTACTS ARISING FROM THE POSITION

Reports to: Team Leader Administration Support (RPS)

POSITION DESCRIPTION – ADMINISTRATION OFFICER (RPS)

5. SELECTION CRITERIA

Essential

- Demonstrated proficiency in the Microsoft Office suite, specifically Word and Excel
- Excellent organisational skills in order to manage multiple tasks, meet deadlines and operate under pressure.
- Demonstrated experience working with electronic documents and record management systems
- Demonstrated experience in a team environment and the ability to display initiative
- Demonstrated experience in an administration/customer service role
- Ability to provide a high level of customer service
- Excellent interpersonal skills
- Strong English grammar skills
- Strong attention to detail

Desirable

- Local Government experience
- Experience using Authority and ECM software
- Current C Class NSW Driver's Licence

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed)

Employee's SignatureDate