

POSITION DESCRIPTION		
	Position Title:	Administration Officer
	Position Number:	P00488
	Directorate:	IPDS
	Service:	Civil Infrastructure Planning & Delivery
	Location:	Katoomba Headquarters / Katoomba South St Depot / Springwood Depot
	Date Created/Updated	2024
	Position Classification:	Band 5

POSITION PURPOSE/OBJECTIVE

This position is responsible for undertaking duties that provide business support to the Civil Infrastructure Planning & Delivery Service. The role will assist in the day-to-day operation and administration of various functional activities within the service, delivering outcomes that meet the objectives of the Directorate.

This position will provide innovative solutions and support a continuous improvement environment in administrative practices as well as support the aims and objectives of the Integrated Business Systems for Quality, WH&S and the Environment.

RELATIONSHIPS

Reports to: (Position Title):	Program Leader, Business & Systems
Report to: (Position Number)	P01139
Staff Responsibility:	Nil
Key Internal Relationships:	Director Infrastructure & Project Delivery Services Manager – Civil Infrastructure Planning & Delivery Program Leaders - Civil Infrastructure Planning & Delivery Coordinators Staff within Civil Infrastructure Planning & Delivery Service Other Council staff
Key External Relationships:	Various Contractors, Customers & Residents, External Agencies

KEY RESPONSIBILITIES

- Update the relevant data systems with operational information including new works requests, to ensure the integrity of the information and the availability to key users.
 - Assist the Branch in the preparation of corporate templates and forms and ensure they are submitted in an accurate and timely manner.
 - Purchase materials and goods as required for branch operations.
 - Undertake reconciliations to ensure systems reflect accurate transactions and completion of reports as required.
 - Review and respond in a timely and courteous manner to customer telephone and face to face enquiries, complaints, non-conformances, incident reports and requests relating to the area of your responsibility.
 - Act as an advocate for Council's Corporate Records Management System (HPE) and provide localised support to the Civil Infrastructure Planning & Delivery Service, including the follow up of outstanding items.
 - Promote the image of the Civil Infrastructure Planning & Delivery Service and Council in all matters pertaining to the Council when carrying out your duties.
 - Allocation, management and follow up with relevant staff on outstanding Customers Service Requests.
 - Prepare written responses to a wide range of enquiries, memos and business reports relevant to the area of your functional responsibility.
 - Assist in the preparation and processing of invoices requisitions, quotations and estimates, and progress payments in accordance with nominated branch procedures for all internal and external works / expenditure where relevant.
 - Assist with other administrative duties and undertake ongoing development and training considered by the Program Leader/Manager to be appropriate and necessary for the position.
 - Ensure that all dealings with the public are consistent with Council's commitment and policies to providing a high level of customer service and satisfaction.
 - Ensure compliance with all Council, Civil Infrastructure and Branch business policies and procedures.
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Guiding Principles

- We act as one organisation responding to the changing needs of our LGA and community
- We are strategy led, driven by our Community Strategic Plan with clear priorities and focus
- We are service focused & we continuously improve service provision and provide excellent customer service
- We collaborate and work together to achieve our outcomes
- We ensure safety and well-being is at the centre of our organisation, operations and culture
- We are a financially sustainable organisation, living within our means, ensuring best value resource allocation

These Guidelines complement the Council's adopted Values of: Work Together; Work Safe Home safe; Service Excellence; Value for Money; Trust and Respect; and, Supporting Community.

Workplace Health & Safety *(mandatory section do not delete)*

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to: identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations.

You have the right to cease or direct cessation of unsafe work. In addition, you are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMMUNICATION

This position is to effectively communicate within the business & systems team, Civil Infrastructure and externally to provide administration to the Directorate, relevant functional supervisors and Branch Managers. The position communicates across all levels within the Group and across Council and external customers. This includes both verbal and written reports together with preparation of draft correspondence. The position may liaise with external agencies and customers on specific issues

JUDGEMENT & PROBLEM SOLVING

This position carries out the day-to-day administration of the Civil Infrastructure Planning & Delivery Service and is required to:

- Remedy the day-to-day problems that arise in relation to the administration requirements of the relevant function and ensure timely completion of quality work.
 - In partnership with the Program Leader, investigate and solve, where possible, problems associated with the users of the One Council, WRR and AMAX systems.
 - Work in accordance with various Service Delivery and Council's policies and procedures;
 - Identify problems and non-conformances in the delivery of work and legal requirements and ensure all problems and conflicts are resolved in a timely manner;
 - Be able to organize and plan workflow, set priorities, and achieve deadlines with minimal supervision.
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AUTHORITY

This position makes decisions day-to-day on administration issues within their level of responsibility. Paramount importance is placed on the local user support responsibility for the One Council, WRR and AMAX and decisions concerning these systems should be made in consultation with the Program Leader.

Administrative decisions on workloads and equity across the administration team should be referred to the Program Leader Business & Systems.

SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

ESSENTIAL SKILLS

- Have an extensive range of experience (typically gained over a period of five years) in an administrative role or equivalent demonstrated competencies.
- Relevant tertiary qualifications related to Business Administration, or equivalent demonstrated competencies gained through on-the-job learning.
- Advanced use of a range of computer applications including Word, Excel, Power Point, Desktop Publishing, Internet and Access, with particular reference to graphical reporting.
- Proven commitment to serving all customers, including those internal to the Group, other Council Groups and those external to Council.
- Ability to work under pressure, handle multiple tasks and demonstrate initiative within a team environment.
- Experience in an environment where teamwork and flexibility are paramount in an environment of ongoing change.
- A demonstrated commitment to providing professional customer service to Council standards.
- Excellent written and oral communication skills and interpersonal skills with an ability to deal with people on all levels.
- Demonstrated experience in meeting set objectives.
- Current NSW Class C Driver's Licence.

DESIRABLE

- Knowledge of Maintenances Management, Works Requests, Customer Service and Records Management Systems, One Council Systems
- Training qualifications or skills
- A knowledge of Local Government processes

**Please note: This page outlines what is required of the position and forms part of the position description. It is used for pre-employment medical examination purposes.
APPLICANTS NEED NOT COMPLETE**

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

Position: Administration Officer, Transport & Public Access

Responsible Manager/Supervisor: Program Leader, Business & Systems

Signature: _____  _____ Date: 15.08.2026

Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed, ratings as follows:

No Exposure = 0	Low Exposure 0 – 2hrs daily = 1
Medium Exposure 2 – 4hrs daily = 2	High Exposure 4 – 8hrs daily = 3

PHYSICAL REQUIREMENTS				WORKING CONDITIONS			
Heavy Manual Tasks	0	Shovelling/Digging	0	CHEMICALS		PHYSICAL	
Light Manual Tasks	1	Pushing loads > 5kgs	0	Dusts	0	Inside Work	3
Repetitive Lifting	0	Pulling loads >5kgs	0	Liquids	0	Outside Work	0
Trunk Twisting	0	Frequent bending/ stooping	0	Mists / Fumes	0	High Temperatures > 38deg	0
Standing for extended periods	0	Sitting for extended periods	3	Gases/Vapours	0	Low Temperatures < 3 deg	0
Kneeling for extended periods	0	Hearing above background noise	0	Odours	0	Operating Machinery	0
Extend arms for reaching	0	Walking on uneven ground	0	Working with Solvents	0	Working Near Machinery	0
Elevating arms above shoulder height	0	Walking for extended periods	0			Working at Heights	0
		Colour Vision	0	BIOLOGICAL		Noisy Work Areas	0
Climbing to access/ exit excavations	0	Depth Perception	1	Possible exposure to Hepatitis A, B, C	0	Vibration	0
Throwing	0	Balancing	1	Pesticide Spraying	0	Confined Spaces	0
Crawling	0	Fine Manipulation	1	Herbicide Spraying	0	Prolonged Driving (Periods > 2hours)	0
				Possible exposure to Tetanus	0	Working Alone	0
						Overhead Work	0
USE OF PERSONAL PROTECTIVE EQUIPMENT						Use of Computer for screen based activities.	3
Safety Boots/Shoes	0			BIOMECHANICAL		Prolonged Sitting (Periods > 1hour)	3
Dust Mask/ Respirator	0			Repetitiveness	2	Prolonged Standing (periods > 1 hour)	0
Protective Eyewear	0			Fatigue	2		
Ear plugs/Muffs	0						
Hard Hat	0						

Provide a brief description of the job requirements: **To effectively manage the day-to-day administration of various functional activities within Civil Infrastructure Planning & Delivery Service, delivering outcomes that meet the objectives of the group, branch, contract, and that comply with the Directorates Business Management System objectives.**