

ROLE DESCRIPTION

Roads and Drainage Administration Officer

Directorate	Infrastructure Services & Projects
Unit	Roads and Drainage
Reporting to	Coordinator Roads and Drainage
Position Number	100019
Band	2/2
Grade	10
Date of Review	July 23

Council Overview

The Richmond Valley LGA is the base of the Northern Rivers region of NSW, extending from the coastline of Evans Head to the foothills of the Great Dividing Range. We have rolling hills, beautiful beaches, state forests, national parks, Crown lands and nature reserves.

We are proud to have won multiple awards for our culture including: Outstanding Employer of the Year by NSW Northern Business Chamber 2019, and Large Employer of the Year by Training NSW 2015, Best Tap Water in Australia 2022 and much more!

Our Values and Behaviours



Primary purpose of the role

The primary purpose of the role is to provide support to the Roads and Drainage team and provide customer service advice, specialising in roads and drainage related matters.

Key Accountabilities

- Deliver high levels of administrative support to roads and drainage operations to ensure successful completion of key deliverables and legislative and regulatory requirements are met.
- Deliver high-quality customer service and business outcomes through the effective application of specialist roads and drainage administration expertise. Prepares accurate and timely quotation documentation, ensuring compliance with regulatory requirements, efficient resource utilization, and alignment with Council's strategic objectives, financial sustainability goals, and customer service standards.
- Accurate and efficient data input and records management using a range of Council databases and software systems & assisting staff in the effective use of these systems.
- Assist in the administration of grant milestones, tracking and reporting.
- Research and prepare draft correspondence, minutes, safety and incident reports, Council reports, and other documents for the roads and drainage team.
- Contribute to improving processes and services provided by the role and team to ensure effective, efficient, and safe delivery of objectives.
- Self-manage priorities and step up to pursue own and team goals with enthusiasm and commitment.

Key Challenges

- Understanding Government guidelines and communicating standards to a variety of stakeholders
- Working with different stakeholders, especially community
- Working with changing priorities and tight deadlines
- Ensuring documentation is received up to date and accurate for a variety of projects and contractors

Qualification Requirements

Essential

- Certificate III Business Administration or equivalent AND three years' experience in a similar environment
- Construction Induction Certificate (WHS White Card)
- Class C Driver Licence

Organisational Obligations

- Adhere to Code of Conduct
- Council Policies and Procedures
- WHS Obligations and Responsibilities

Key Relationships

Who	Why
Internal	
Coordinator Roads and Drainage	✓ Receive advice and report on progress towards business objectives and discuss future directions ✓ Contribute to discussions and report issues
Roads and Drainage Team	✓ Provide advice and documentation as required ✓ Raise questions and receive advice on processes in relation to works
Council Staff	✓ Communicate needs and manage expectations ✓ Provide related to roads and drainage enquiries
External	
Government Agencies	✓ Support the team in meeting reporting requirements ✓ Understand changing regulations and guidelines
Contractors/Suppliers	✓ Ensure documentation is received and accurate ✓ Ordering of materials and supplies ✓ Ensure WHS, Quality and Environmental compliance
Community/Customers	✓ Communicate needs and manage expectations

Role Dimensions

Decision Making

The position is accountable for decisions on a day-to-day operational basis and has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

Problems are solved by the examination of obtainable information, procedures, statutory guidelines and relevant legislation and the selection of an appropriate solution from a number of options. Referring to the leader for guidance as needed.

Decisions are based on analysis of information and applying skills and knowledge to improving methods and techniques.

Direct Reports

None

Financial Delegation

None

Leaseback Motor Vehicle

None

Technology

Mobile Phone, Laptop, Dual Monitors, Headset

Emergency Warden Responsibilities

None

Immunisation Requirements

Activities of this position could involve exposure to Hepatitis A and B. Vaccination against these hazards or proof of immunity is required.

On-Call

None

Allowances

None

Capabilities

Below is the full list of capabilities and the level required for this position. View more details of the <https://capability.lgnsw.org.au/>

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Adept
	Procurement and Contracts	Foundational

Focus Capabilities

The focus capabilities for the position are those judged to be most important.

Local Government Capability Framework		
Capability	Level	Behavioural Indicators
Personal Attributes Demonstrate Accountability	Intermediate	- Follows through reliably and openly takes responsibility for own actions - Understands delegations and acts within authority level - Is vigilant about the use of safe work practices by self and others - Is alert to risks in the workplace and raises them to the appropriate level
Relationships Communicate and Engage	Adept	- Tailors content, pitch and style of communication to the needs and level of understanding of the audience - Clearly explains complex concepts and technical information - Adjusts style and approach flexibly for different audiences - Actively listens and encourages others to provide input - Writes fluently and persuasively in a range of styles and formats
Results Deliver Results	Adept	- Takes responsibility for the quality and timeliness of the team's work products - Ensures team understands goals and expectations - Shares the broader context for projects and tasks with the team - Identifies resource needs, including team, budget, information and tools - Allocates responsibilities and resources appropriately - Gives team members appropriate flexibility to decide how to get the job done
Resources Technology and Information	Adept	- Selects appropriate technologies for projects and tasks - Identifies ways to leverage the value of technology to achieve outcomes - Ensures team understands their obligations to use technology appropriately - Ensures team understands obligations to comply with records, information and knowledge management requirements

Acknowledgement

Roads and Drainage Administration Officer

Employee Name: _____ Date: ____/____/____

Signature: _____

Manager Asset Delivery and Projects

Employee Name: _____ Date: ____/____/____

Signature: _____