POSITION DESCRIPTION

PART 1 – POSITION DETAILS

Position Title:	Administration Officer (Office of Projects, Planning & Environment)
Employment Type	Fixed-Term Contract until 30/06/2028
Classification Level:	QLGIA (stream A) – Division 2, Section 1- Level 1.1
Date prepared/ Updated:	12/10/2026
Position Purpose:	To provide routine administrative and customer service support to assist the Director Projects, Planning & Environment
Reports To (Position Title):	Director Projects, Planning & Environment
Roles Reporting to This:	Nil
Key Relationships / Interactions:	• Internal: Council employees, supervisors, and managers • External: Community members, government agencies, service providers, and contractors
Decision Making Authority:	The role operates under RJED guidelines and general supervision, applying established procedures and exercising limited decision-making initiative in day-to-day administrative activities.

PART 2 – KEY RESPONSIBILITIES

Key Result Area	Major Tasks
Job Specific Responsibilities	*Administrative Support* • Provide administrative assistance including data entry, document preparation, filing, and maintenance of electronic and hard copy records. • Assist in the processing of correspondence, forms, and documentation in accordance with Council procedures and timeframes. • Assist in maintain registers, spreadsheets, databases, and Council information systems accurately. • Assist with meeting coordination, including preparation of agendas, minutes, room bookings, and follow-up actions. *Customer Service* • Deliver professional, culturally respectful, and responsive customer service to internal and external stakeholders. • Respond to routine enquiries from the public via phone, email, and face-to-face, referring complex matters as appropriate.

	• Receive, record, and action customer requests and complaints in Council systems. *Financial & Operational Support* • Assist with basic financial administration including purchase requisitions, invoice processing, receipting, and reconciliations. • Support operational teams through scheduling, work tracking, and general office coordination. • Contribute to continuous improvement of administrative processes and service delivery. *Compliance, Records & Governance* • Assist with records in accordance with legislative requirements and Council policies. • Maintain confidentiality and comply with privacy and information management obligations. • Follow Council policies, procedures, and codes of conduct at all times.
Supervisory Responsibilities	Nil
Communication & Interpersonal Responsibilities	• Demonstrate Council's values of respect, accountability, teamwork, and service through all communications • Act professionally, ethically, and with cultural awareness at all times. • Support diversity, inclusion, and equal employment opportunity.
Legislative Responsibilities	Observe Council's policies and procedures to ensure compliance with all relevant legislation, including but limited to: • *Torres Shire Council Certified Agreement 2022* • *Local Government Act 2009* • *Local Government Regulations 2012* • *Industrial Relations Act 2016* • *Workplace Health and Safety Act 2011.* • *Anti-Discrimination Act 1991.*
Workplace Health and Safety Responsibilities	• Comply with Torres Shire Council WHS policies and procedures. • Take reasonable care for personal safety and the safety of others in the workplace.

PART 3 – PERSON SPECIFICATION

Qualifications & Experience
• Experience performing administrative or clerical duties in an office environment. • Ability to follow established procedures and work with general supervision. • Sound written and verbal communication skills. • Good organisational and time management skills. • Basic to intermediate skills in Microsoft Office and office systems. • Commitment to providing high-quality customer service in a community-focused environment.

PART 4 – SELECTION CRITERIA

Essential Skills, Experience & Qualifications
• Experience or willingness to perform administrative or clerical duties in an office environment. • Ability to follow established procedures and work with general supervision. • Sound written and verbal communication skills. • Good organisational and time management skills. • Basic to intermediate skills in Microsoft Office and office systems. • Commitment to providing high-quality customer service in a community-focused environment.