

Position Description

Date Reviewed:	July 2026	
Position:	Administration Officer – Technical Services	
Business Unit:	Technical Services	
Directorate:	Assets & Operations	
Location:	Operations Centre	
Reports to:	Business Manager Technical Services	
Remuneration:	Grade 5	
Award Classification:	Band 2 Level 1	
Hours of Work:	35 Hours Per Week 8:30am – 5pm 43 minute lunch break 9 day fortnight	This role may be subject to an Individual Hours Agreement as per Council's Flex First Procedure.
Other Requirements:	Nil	

Council Vision & Mission



Passion - Strive to always be at your best & to support colleagues to be at their best to provide outstanding service & outcomes.

Respect - Commit to always treating everyone in ways you would personally value being treated.

Innovation - Collaborate to creatively problem-solve with team members to generate new ideas being mindful of policy requirements.

Dedication - Be determined, resilient and relentless in delivering quality outcomes for the community regardless of the obstacles encountered.

Excellence - Commit to achieving & leading best-practice in our sector.

Position Statement

This position is responsible for providing a high level of operational and administrative support to the Technical Services business unit.

Position Duties

Provide administration support to the Business Manager Technical Services and business unit staff including, but not limited to, the following:

- Preparing Council, Executive, and Committee reports and presentations.
- Coordination and reporting of Engineering Development Applications, including but not limited to:
 - Internal referrals;
 - Section 138 applications;
 - Inspection bookings;
 - Bond refunds;
 - Extractive Industry contribution returns;
 - Rural Addressing applications;
 - Manage administrative functions associated with the NSW Planning Portal.
- Assist in the administration of Council's procurement processes, including purchase orders and invoicing.
- Maintain Council's website to ensure public facing information is accurate and relevant.
- Compile business unit data for inclusion in Directorate reports.
- Undertake support officer duties for Local Transport Forum, including but not limited to the preparation and distribution of agendas, minutes and reports.
- Attend business unit team meetings, including the preparation of agendas, minutes, filing & distribution.
- Attend to telephone and general enquiries for the Directorate and business unit.
- Support the Administration team with departmental cross training.
- Maintain the Assets database, including the transfer of information from Service Response requests.
- Update Council's Service Response system, as required.
- General office administration tasks.
- Knowledge and understanding of roles and responsibilities under WHS Act 2011.
- Carry out other duties that are within the limits of the employee's skills, competence and ability as required by Goulburn Mulwaree Council.

Essential Selection Criteria

- Certificate III in Business Administration or equivalent experience (or experience in a similar or related role).
- Ability to proactively identify issues, develop and implement solutions both independently and within a team.
- Excellent interpersonal, oral and written communication skills with the ability to prepare correspondence and reports
- Proven customer service skills with experience in managing difficult customers.
- Demonstrated proficiency with the Microsoft Office Suite of products.
- Demonstrated ability to emulate Council's values of passion, respect, innovation, dedication and excellence and to strive to achieve our vision and mission.

Desirable Selection Criteria

- Previous experience in a Local Government environment.
- Class C Drivers Licence.
- NSW General Construction Induction (White Card).
- Knowledge & understanding of roles and responsibilities under the Work Health and Safety Act 2011.

Competencies

Entry Level:	Satisfactorily meets essential requirements
Level 1:	• Demonstrated ability to provide a high level of quality customer service to Assets & Operations internal and external customers. • Demonstrated ability to prepare meeting agendas and minutes. • Demonstrated ability to effectively manage administration of the Section 138 application process, including inspection bookings.
Level 2:	• Demonstrated ability to effectively manage administration of damage bond refunds. • Demonstrated ability to carry out the duties of a Support Officer on a Council Committee, such a Local Transport Forum. • Demonstrated ability to provide high level administrative support, including the preparation of presentations and management of databases.
Level 3:	• Demonstrated ability to effectively manage Extractive Industry contributions returns. • Demonstrated ability to identify and implement administrative business improvement processes and procedures. • Demonstrated understanding of the preparation of Capital Works programs.
Level 4:	1 year of satisfactorily demonstrating the LEAP commitments at the level required for the role

WHS Performance Measures & Responsibilities

All Employees/Workers	
Responsibilities:	Performance Measures:
Take reasonable care for their own health and safety and ensure their acts or omissions do not adversely affect the health and safety of others.	Adhere to all safe working procedures including verbal instructions given by Managers/Supervisors. Demonstrate reasonable care of themselves and others who may be affected by their actions.
Ensure, so far as is reasonably practical, all work is performed to comply with requirements of the WHS Act and Regulations, Councils policies and procedures relating to health and safety in the workplace that they have been notified of.	Demonstrated adherence to WHS Policy and procedures. Signed acknowledgement sheets of policies and procedures that all workers have been informed of.
Assist in carrying out risk assessments and developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).	Evidence of participation in performing risk assessments for all duties. Evidence of participation in developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).
Ensure all work is performed in accordance with site specific risk assessments, Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).	Demonstrated adherence to site specific risk assessments. Demonstrated use of Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).
Report all identified hazards, accidents/incidents, and near misses to Manager/Supervisor.	Actively monitor the workplace to determine presence of hazards and initiate actions to rectify/eliminate the hazard. Reporting all hazards, accidents, incidents, and near misses to Managers/Supervisor in a timely manner.
Use and maintain all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.	Demonstrated use and maintenance of safety equipment and PPE.
Commitment to WHS and promote a risk assessment approach to all activities performed by Council.	Participate in risk assessment process and the development of Safe Work Method Statements or Safe Work Procedures. Attend toolbox and other meetings relating to WHS requirements.
Have a sound understanding of the WHS requirements associated with their employment duties.	Attendance at WHS training sessions. Demonstrated awareness of WHS responsibilities outlined in position description.

Job Demands Checklist

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Frequency Definitions

- Occasional: Activity exists up to 1/3 of the time when performing the task
 Frequent: Activity exists between 1/3 and 2/3 of the time when performing the task.
 Constant: Activity exists more than 2/3 of the time when performing the task.
 Repetitive: Activity involves repetitive movements.

Demands	Description	Frequency				
		O	F	C	R	N/A
Physical Demands						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels		√			
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery	√				
Hand/Arm Movement	Tasks involve use of hands/arms – e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.				√	
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.		√			
Standing	Tasks involve standing in an upright position without moving about	√				
Driving	Tasks involve operating any motor powered vehicle	√				
Driving	Tasks involve driving vehicle on unsealed roads.	√				
Sitting	Tasks involve remaining in a seated position during task performance	√				
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	√				
Walking/Running	Tasks involve walking or running on even surfaces		√			
	Tasks involve walking on uneven surfaces	√				
	Tasks involve walking up steep slopes	√				
	Tasks involve walking down steep slopes	√				
	Tasks involve walking whilst pushing/pulling objects	√				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	√				
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, cherry-pickers etc. anything where the person stands on an object other than the ground.					√
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms					
	1. Light lifting/carrying (0-9 Kg)		√			
	2. Moderate lifting/carrying (10-15 Kg)	√				√
	3. Heavy lifting/carrying (16 Kg and above)					√
Digging	Tasks involving manual digging					√
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking.	√				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.		√			
Manual Dexterity	Tasks involve fine finger movements – i.e. keyboard operation, writing.				√	
Sensory Demands						

Demands	Description	Frequency				
		O	F	C	R	N/A
Sight	Tasks involve use of eyes (sight) as an integral part of task performance – i.e. looking at screen/keyboard in computer operation, working in dark environment, working at night.				√	
Hearing	Tasks involve working in a noisy area – e.g. workshop and/or operation of noisy machinery/equipment	√				
Smell	Tasks involve the use of the smell senses as an integral part of the task performance – e.g. working with chemicals					√
Taste	Tasks involve use of taste as an integral part of task performance					√
Touch	Tasks involve use of touch as an integral part of task performance	√				
Psychological Demands						
	Working with animals					√
	Dealing with dead or injured animals etc.	√				
Psychosocial Demands						
	Tasks involving customer service (members of the public & clients)			√		
	Tasks involve interacting with distressed or angry people	√				
	Tasks involve interacting with people with mental illness/disability	√				
Exposure to Chemical Hazards						
Dust	Tasks involve working with dust – e.g. sawdust					√
Gases	Tasks involve working with gases					√
Fumes	Tasks involve working with fumes – i.e., which may cause problems to health if inhaled. e.g. herbicides & insecticides, water treatment etc.					√
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin – e.g. dermatitis					√
Hazardous Substances	Tasks involve handling hazardous substances including storage and/or transporting.					√
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance – e.g. glare	√				
Sunlight	Exposure to sunlight	√				
Temperature	Tasks involve working in temperature extremes – e.g. working in a cool room, working outdoors, boiler room	√				
Confined Spaces	Tasks involve working in confined spaces					√
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces	√				
Housekeeping	Tasks involve working with obstacles within the area – bad housekeeping					√
Heights	Tasks involve working at heights below knee level and/or above shoulder height.	√				
Manual Handling	Tasks involve manual handling.		√			
Biological Hazards						
Biological Products	Tasks involve working around wastewater/garbage etc.					√

Acknowledgement

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Council from time to time as necessary.

Employee Name:	
Signature:	
Date:	