

Information Pack



Administration Officer (Compliance and Emergency Liaison)

Your application can be lodged online – [City of Rockingham Job Vacancies](#)

Applications are open until 4pm on Tuesday 6 October 2026; or until a suitable pool of applicants has been received.

The City reserves the right to close applications early, should it consider a suitable pool of candidates have been received. This means the position may close without notice. If you are interested in the position, we highly recommend that you apply as soon as possible.

In the interests of fairness and equity, late applications WILL NOT BE ACCEPTED.

Selection criteria apply to this vacancy – refer to the advertisement.

You will be required to provide your response to each criterion during the online application process.

If you identify as a person with disability and require adjustments throughout the recruitment and selection process, please contact the Recruitment Team via email at jobs@rockingham.wa.gov.au or phone 08 9528 0333. We're happy to discuss options to assist you e.g. we can provide alternate formats for application forms, or alternate methods of applying.

Employment Conditions

Location	Compliance Building, Crompton Road, Rockingham <i>Travel will be required to other City of Rockingham locations as and when required.</i>
Agreement	City of Rockingham Industrial Agreement 2024, or its successor
Gross Salary	\$77,854 per annum
Tenure	Permanent, Full-time
Hours of Work	An average of 38 hours per week, worked Monday to Friday. The City offers flexible working hours, enabling employees to work a 9-day fortnight (ie 76 hours worked over 9 days, with the 10 th day rostered off). Other options may be discussed and agreed with the work area Manager.
Superannuation	12% plus the opportunity to co-contribute up to 5%
Annual Leave	Four weeks per annum
Sick Leave	76 hours per annum, accrued on a monthly basis
Long Service Leave	13 weeks of long service leave after 10 years of continuous local government service, transferable between all Local Government Authorities in Western Australia
Probationary Period	Three months, may be extended to six months
Integrity assessments that form part of our recruitment process	If your application progresses beyond interview you will be required to: • Provide referee details so we can conduct reference checks; at least one referee must be a current or immediate past supervisor or manager. We do not contact your referees until you give us consent to do so. • Obtain a National Police Check – this is an online process and you will be contacted by our provider. The cost of the check is paid by the City. A prior conviction is not an automatic barrier to employment with the City. The Human Resource Development team and Director will assess each case on merit and give approval for the recruitment process to continue, or not. • Participate in a medical assessment (including a drug and alcohol screen); the cost of this will be met by the City.

Position Description

Title:	Administration Officer, Compliance and Emergency Liaison
Tenure:	Full Time, Permanent
Division:	Compliance and Emergency Liaison
Level:	3 Industrial Agreement General Classification

RESPECT – our Values Statements

Recognition – We encourage positive feedback, recognising and celebrating each other's contribution and achievements, no matter how small

Ethics – We know the difference between right and wrong, and recognise the importance of honesty and ethical behaviour

Service – We always aim to deliver excellent service to our customers, stakeholders and fellow staff

Professional Development – We commit to learning and training activities that assist our personal and professional development, and create pathways for promotion within the organisation

Empowerment – We make considered and informed decisions supported by training, encouragement and being able to learn from our experiences

Communication – We expect to be kept informed about important issues and we commit to always listening, asking questions and sharing information

Teamwork – We work together both within and across teams, help out whenever we can, and understand that it's not just about 'our team'



Position Objectives

- Provide administration and clerical support for the Compliance and Emergency Liaison team
 - Provide a high level of service to internal and external customers and stakeholders
 - Deliver services at the public counter at the Compliance and Emergency Liaison building
 - Maintain all databases relative to the Compliance and Emergency Liaison team
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Organisational Relationships

Reporting to:	Team Leader - Administration
Responsible for:	Nil
Membership of:	Compliance and Emergency Liaison Team
Liaison with:	City of Rockingham teams, Compliance and Emergency Liaison customers and clients, and City of Rockingham residents.

Organisational Chart

Manager Compliance and Emergency Liaison
Team Leader - Administration
Administration Officer Compliance and Emergency Liaison

Key Responsibilities

Administration and Support

- Undertake administrative duties to support and maintain efficient and effective systems, statistics, database information and processes for the day-to-day administration of the Compliance and Emergency Liaison team
- Respond to telephone, counter and written enquiries relating to any of the business areas within the Compliance and Emergency Liaison team
- Assist the Manager and the Coordinators with any administrative needs as required
- Ensure all relevant documentation is properly recorded on the City's electronic records management system
- Provide secretarial services to the Compliance and Emergency Liaison team including preparation of typing correspondence, reports, bulletins, memorandums and statistical information as required
- Liaise with other departments within the organisation when required
- Assist with the input, maintenance and updating of all infringements issued within the City and liaise with internal and external departments to ensure all infringement issues are finalised
- Assist with the issue and maintenance of the infringement database including follow up notices and filing of associated documents (licence checks, final demands, fines enforcement registry)
- Update and log all customer enquiries, both phone and over the counter
- Continually develop and maintain documents required by the Compliance and Emergency Liaison team
- Provide assistance with the input, maintenance and updating of systems relating to Rangers, Smart Watch, Building and Development Compliance, Appeals, Emergency Management and Fire Prevention
- Assist with the swimming pool inspection programme including managing files, Compliance Officer appointments and the transition to the digital system
- Coordinate the Debtors Invoice Requisition Forms for the Compliance teams and monitor funds before raising requisitions
- Generate purchase orders and follow up on invoices for all Compliance teams
- Assist with generating reports for Australian Bureau of Statistics (ABS), Rates Division and Valuer Generals Office and liaise with ABS on enquiries regarding monthly statistics
- Complete land information enquiries
- Collect and deliver mail for all Compliance Teams from the main Administration Building
- Process payments for the release of animals from the Animal Management Facility in accordance with policies and procedures

Customer Service

- Foster, advocate and implement the City's Customer Service Commitment
- Through the delivery of outstanding service, establish a reputation of customer service excellence throughout the organisation
- Attend to the public counter at the Compliance and Emergency Liaison building and respond to customer inquiries and queries in a courteous, helpful and timely manner
- Inform and assist the Team Leader - Administration with customer related issues and feedback

Corporate Compliance

- Maintain safe and compliant work practices in accordance with Work Health and Safety (WHS) legislation, Risk Management, Procurement and Recordkeeping Frameworks and all other relevant Council policies and procedures.
- Follow all standard/safe operating procedures for the work area, in a manner that is consistent with the WHS Roles and Responsibilities Framework.

General

- Foster, advocate and implement the City's RESPECT Values Statements
 - Perform other duties as directed when appropriate to the scope and level of this position
 - Identify improvements, practices and procedures for the Compliance and Emergency Liaison service to the organisation
 - Promote best practice and quality improvement programmes and activities within the team
 - Undertake travel to City of Rockingham sites and other locations as required to support operational activities, training requirements, and support the Compliance and Emergency Liaison team.
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Requirements of the Job

Skills, Knowledge and Experience

Essential

- Well-developed verbal and written communication skills
- Well-developed time management and organisation skills
- Well-developed customer service skills including telephone and conflict resolution skills
- Well-developed ability to use the Microsoft Office suite of programs
- Sound knowledge of document management systems and databases
- Excellent administrative and secretarial skills
- Ability to work within a team environment
- Strong record keeping skills
- Demonstrated experience in a similar customer relations administrative role or within a government administration environment

Desirable

- Ability to interpret, provide advice and apply local government local law legislation, policies, protocols and procedures relevant to the work area
- Sound knowledge of the operation of a Local Government Authority

Qualifications, Certifications and Licences

Essential

- Appropriate tertiary qualification in administration
- Police Clearance
- Current 'C' class driver's licence

Scope of Position

The Administration Officer - Compliance and Emergency Liaison:

- Works under the general direction of the Senior Administration Officer
 - Prioritises own work and assists colleagues to ensure all tasks are performed within a satisfactory timeframe
 - Exercises initiative and or judgement within clearly established procedures and guidelines
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Certification

Approved by	Manager Compliance and Emergency Liaison	Date reviewed	September 2026
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Submitting Your Application

The following information will assist you in preparing your application. All applications are reviewed by a selection panel which determines the candidates who are the strongest overall match to the requirements of the position. The selection panel will base its decision on the relevant information you provide in your application.

Canvassing of elected members will eliminate you from the recruitment process.

Curriculum Vitae or Resume (Required)	This summarises your work history and should start with the most recent or current position. You should include employment dates (months), details of duties, and highlight your achievements in each job. You should also include your qualifications and training achievements. Be sure to include any study you are currently undertaking and membership of professional bodies. It is also beneficial to outline any activities you have undertaken outside of work that are relevant to your application.
Selection Criteria (Required)	The selection criteria relevant to this role are specified in the advertisement and also set out in the application questions when you apply. You must address these as part of your application. If you do not address the selection criteria, your application will be regarded as incomplete and it will not proceed.
Covering Letter (Required)	Please include a covering letter summarising your application and emphasise your strengths and achievements that are relevant to the role.
Referees	Please provide names, work addresses and contact telephone numbers of at least two referees in your application. Only referees who are able to comment on your work experience (preferably against the Requirements of the Job) should be included. Referees should be contacted for approval before listing them in your curriculum vitae. It is preferable that at least one referee be a current or recent supervisor/manager.
Qualifications, Certificates, References, etc.	Please do not send original documents. You may attach photocopies of relevant qualifications, certificates, references, etc. to your application. If you are the successful candidate, we will need to sight original qualifications and/or verify conferral of the qualification. Some positions require you to have a current Working With Children Check; this will be stated in the Requirements of the Job section of the position description. You must pay for the Check, and the City will not reimburse costs.
If you have any queries	Please contact a member of the Human Resource Development Team. jobs@rockingham.wa.gov.au or by calling 08 9528 0333.