

POSITION DESCRIPTION

Position Title:	Centrelink Assistant
Reporting to:	Centrelink Senior Officer
Status:	Permanent, Full Time, Part Time
Salary:	Level 2
Award Conditions:	Local Government Industry Award 2020
Location:	Gunbalanya

POSITION STATEMENT

The Centrelink Assistant will provide administrative and general office support to assist with Centrelink customers.

ACCOUNTABILITIES & RESPONSIBILITIES

Primary Tasks	<ul style="list-style-type: none"> • Ensure reliable and prompt attendance to work during core hours. • Help Centrelink clients to: <ul style="list-style-type: none"> ○ access self-service products ○ identify payments and services ○ access forms ○ access information on products and publications ○ rights, obligations and complaint processes ○ advise Centrelink of changes to personal circumstances ○ book appointments with Centrelink officials ○ access interpreter services if required. • Attend to administration duties such as: <ul style="list-style-type: none"> ○ verifying supporting documentation where required ○ keeping client information and documentation confidential and secure ○ submitting paperwork in a timely manner ○ reading and actioning Centrelink email communications. • Provide office administration support which will include but is not limited to: <ul style="list-style-type: none"> ○ maintaining tidiness, cleanliness and an attractive presentation of area (including where applicable the reception area) and including the public noticeboard; ○ accurately recording messages and ensuring those messages are delivered to the appropriate people in a timely manner; ○ checking that adequate levels of office and stationery supplies are in stock, including milk, coffee, tea, sugar, biscuits, etc; ○ making sure that the photocopier paper trays are filled; ○ photocopying documents when requested; ○ setting up the conference room for booked meetings when required;
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	<ul style="list-style-type: none"> ○ hand delivering Council documents if required; ○ raising purchase requisitions; ○ sorting the community mail and packages; and ○ responding to basic email enquiries. ● Deal directly and promptly with customers in person and on the telephone in a courteous manner. ● Follow West Arnhem Regional Council administrative procedures and practices. ● Assist the Centrelink Officer with administration and general office duties.
Teamwork	<ul style="list-style-type: none"> ● Communicate effectively to foster positive relationships at all levels across the community, stakeholders and West Arnhem Regional Council staff. ● Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.
Policies and Procedures	<ul style="list-style-type: none"> ● Comply with all West Arnhem Regional Council Policies and Procedures.
Work Health and Safety	<ul style="list-style-type: none"> ● Take reasonable care to protect your health and safety and that of Council staff/others. ● Actively participate in safety improvement activities.
General Responsibilities	<ul style="list-style-type: none"> ● Comply with the West Arnhem Regional Council 'Code of Conduct' and all other policies and procedures adopted by the West Arnhem Regional Council as varied from time to time. ● Other duties commensurate with skills and experience as requested by the Administration Co-ordinator.

SELECTION CRITERIA

Essential	<ul style="list-style-type: none"> ● Experience in basic administration duties. ● Good numeracy and literacy skills including demonstrated ability to carry out basic record keeping. ● Ability to work to established practices and procedures (under supervision) and as a member of a team. ● Good interpersonal skills and ability to communicate sensitively and effectively with Indigenous people. ● Basic computer skills and familiarity with Microsoft applications (Word, Excel, Outlook). ● Current Northern Territory Driver's Licence. ● National Criminal History Check clearance. ● Current Working with Children/Ochre Card.
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Desirable	<ul style="list-style-type: none"> • Administration/office management qualifications/certificates. • Experience with document handling or records management. • Strong understanding and appreciation of Indigenous culture and living and working in small remote aboriginal communities.
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YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

Freedom to act is governed by broad goals, policies, legislation and budgets with periodical reviews to ensure achievement of goals.

Decisions and actions have an effect on the operational unit and the wider organisation.

When developing policy options and strategic plans, freedom to act is determined by the Chief Operating Officer.

The advice provided is relied upon for guidance and justification for adopting particular policies and procedures, where the impact may be substantial.

Reports to	Centrelink Senior Officer
Internal	Centrelink Officer Administration Coordinator Administration Staff People & Learning Team All Staff
External	Government and non-government representatives Council suppliers and local businesses Community Members



Approved by

P Firdley

CEO:

Date: 09.12.2020

