

POSITION DESCRIPTION

Position Title:	Administration Coordinator
Reporting to:	Council Services Manager
Status:	Permanent, Full Time
Salary:	Level 6
Award Conditions:	WARC Enterprise Agreement 2024
Location:	Various

POSITION STATEMENT

The Administration Coordinator will provide leadership and direction to a broad range of specialist and support services to ensure key community deliverables are provided in a professional, efficient and effective manner.

ACCOUNTABILITIES & RESPONSIBILITIES

Strategic Team Management	<ul style="list-style-type: none"> Provide advice and support to the Council Services Manager to ensure that key customer service and administrative functions such as Centrelink, Cleaning and Administration/Customer Service are delivered to provide quality outputs to the community in a timely manner.
Operational Team Management	<ul style="list-style-type: none"> Lead the administrative team and provide input into organisational policies, procedures and practices that add value and contribute to streamlining administrative West Arnhem Regional Council outputs. Work with the Senior Administration Officers and Administration Team to ensure the general smooth running of the Council offices. Provide leadership and support to direct staff and monitor and provide feedback on work performance. Ensure team interactions with the public are conducted in a respectful and courteous manner, and enquiries and complaints from the public are dealt with in a timely manner. Ensure staff are educated in the procedures and practices of works orders to enable the team to utilise the Work Request Database and file the necessary documentation in the records management system. Work with senior Administrative staff across all West Arnhem Regional Council geographic locations to implement quality and best practice administration practices and to ensure consistency of processes across all administrative functions within Council Services. Ensure postal services are carried out in accordance with the Community Postal Agency Agreement / Australia Post Licensee Agreement. Monitor, evaluate and manage staff performance to enable individual and team professional growth and development.



	<ul style="list-style-type: none"> • Provide relief Admin in other communities and workplaces as required or directed.
Teamwork	<ul style="list-style-type: none"> • Oversee the performance of your team and complete performance reviews and training/development plans to ensure timely feedback, give appropriate recognition which reflects the contribution of staff who have the required skills and motivation to do the job. • Develop a team approach to problem solving and encourage innovative practice. • Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and West Arnhem Regional Council personnel. • 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"> • Monitor, direct and ensure all Local Government services and programs are conducted in accordance with statutory requirements, WARC policies and procedures, budgets and funding guidelines and best practices. • Comply with (and ensure staff are abreast of) all relevant legislation and regulations.
Work Health and Safety	<ul style="list-style-type: none"> • Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures. • Contribute to organisational continuous quality improvement and internal reporting to the Council Services Manager. • Take reasonable care to protect the health and safety of staff and 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. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits. • Other duties, consistent with skills and experience, as directed by the Council Services Manager.



Approved by **CEO**

P Firdley

Date: 16/10/2022



SELECTION CRITERIA

Essential	<ol style="list-style-type: none"> 1. Diploma qualified or relevant Tertiary qualification and/or experience managing a small team. 2. High-level knowledge and experience in office administration, accounting and/or finance practices. 3. Ability to negotiate and influence internal key stakeholders and resolve complex staffing matters. 4. High-level written and verbal communication skills. 5. Well-developed conceptual and analytical skills. 6. High-developed interpersonal skills with the ability to remain calm under pressure, to use initiative and good judgement to solve problems. 7. Advanced skills in the Microsoft Office Suite of products, in particular Outlook, Word, PowerPoint, Visio and Excel, and the ability to quickly learn new systems as required. 8. Strong organisational skills and attention to detail, coupled with proven ability to prioritise and juggle multiple tasks within required timeframes. 9. Ability to be discreet, maintain confidentiality and discern sensitive issues. 10. Ability to supervise and mentor staff in a cross-cultural environment within the context of developing the capacity of local Indigenous people. 11. Sound understanding of Work Health and Safety in the workplace. 12. Current Northern Territory Driver's Licence. 13. National Criminal History Check clearance. 14. Current Working with Children/Ochre Card.
Desirable	<ol style="list-style-type: none"> 1. Demonstrable experience in a similar role working in a remote location. 2. Strong understanding and appreciation of Indigenous culture and living and working in small remote aboriginal communities.

YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

This position manages a specialist unit.

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.



Approved by **CEO**

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

Reports to

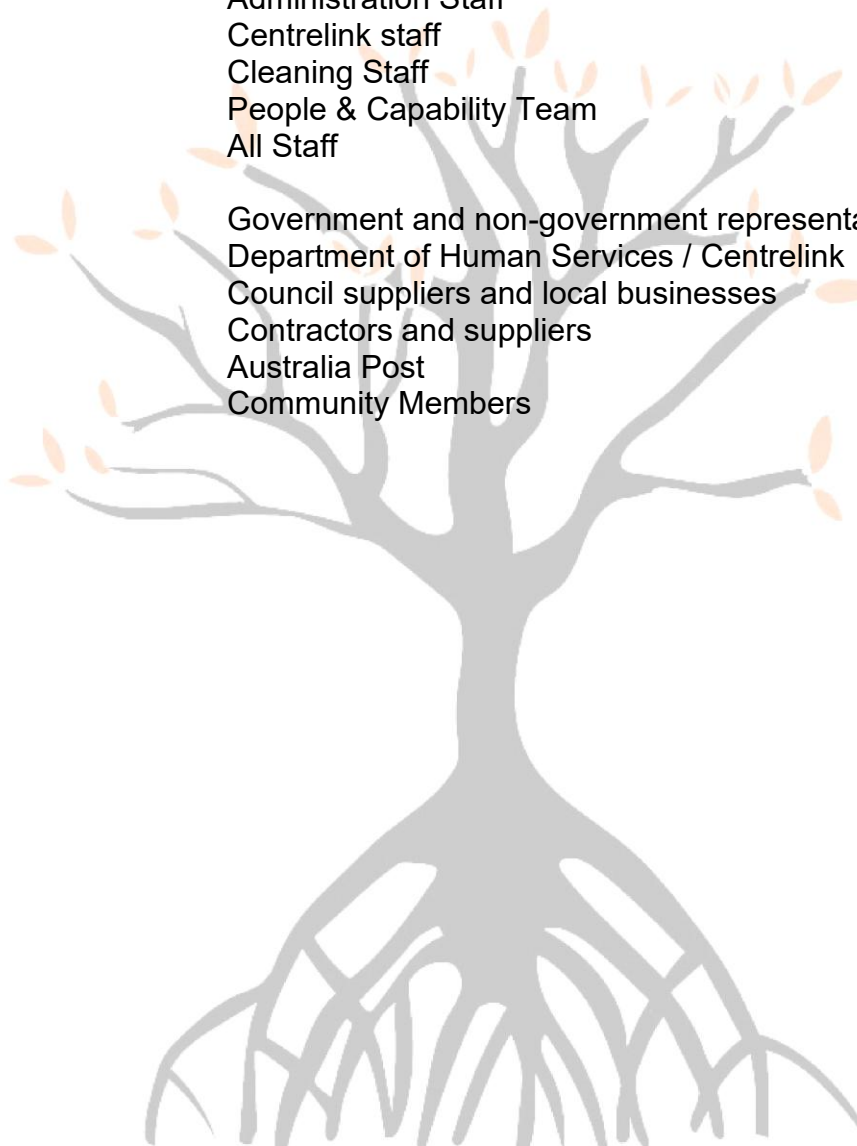
Council Services Manager

Internal

Chief Operating Officer
Council Services Managers
Administration Staff
Centrelink staff
Cleaning Staff
People & Capability Team
All Staff

External

Government and non-government representatives
Department of Human Services / Centrelink
Council suppliers and local businesses
Contractors and suppliers
Australia Post
Community Members



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