



POSITION DESCRIPTION

Position Title	Relief Administration Officer		
Location	Jabiru	Department	Community and Council Services
Position Level	Level 4	Work Group	Administration
Position Type	Permanent / Full time	Approval Date	21 March 2025
Coverage	WARC Enterprise Agreement 2024	Approved By	Interim CEO

Position Objective

The Relief Administration Officer will provide high quality administrative assistance to support the Council Services Teams across the West Arnhem Regional Council locations. Specifically, the position will backfill other positions during peak periods, while staff are on leave and when positions are vacant. This position will be required to work at various working locations including but not limited to Jabiru, Gunbalanya, Maningrida, Warruwi, Minjilang and Darwin.

Key Duties and Responsibilities

- Under the direction of the Administration Coordinator or the relevant supervisor, ensure that high quality administrative support is provided to support the organisation in provision of council service activities.
- Ensure the correct administrative support is implemented in accordance with established policies, procedures and practices for the relevant activity.
- Provide quality and efficient administrative support as required, which may include but are not limited too:
 - dealing directly and promptly with customers in a friendly and courteous manner;
 - maintaining tidiness, cleanliness and a professional presentation of the council offices, conference rooms and facilities;
 - assisting in the setting-up, catering and closing of meetings;
 - assisting staff with computer, phone, and teleconference bookings and set-up;
 - assisting in managing bookings for conference / meeting rooms and pool vehicles;
 - assisting in ordering and maintaining office stock and general office supplies;
 - raising sundry debtor invoice requests;
 - raising travel and accommodation requests;
 - airport transfers, freight pick-up and drop-off;
 - processing job sheets, and maintaining registers and databases;
 - compiling information and supporting documents;
 - sourcing quotes and raising purchase orders;
 - using and maintaining the electronic records management system;
 - monitoring email accounts, as required; and
 - assisting with general administrative work as required.
- Maintaining confidentiality, honesty and integrity in all dealings, especially procurement.
- Ensure interactions with the public are conducted in a respectful and courteous manner, and enquiries are dealt with in a timely manner.
- Ensure works orders are completed in the Work Request Database and filed in the records management system.
- Provide relief and support to Centrelink, Post Office, Library, Travel and Administration teams, as required.
- Maintain required mandatory training to provide relief for Centrelink and Post Office (including Lott training).
- 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.
- With regard to work health and safety in the workplace:
 - ensure you work safely, the way you work does not cause harm to others, and you use measures within your control that prevent injuries or illnesses; and

Key Duties and Responsibilities

- b) within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.

The employee is required to undertake any other reasonable duties or tasks as directed by the Council Services Manager/Administration Coordinator which are within the employee's skills, competence and training.

Essential Criteria

1. Certificate IV in Business Administration or similar, and / or significant relevant experience, and a basic understanding of accounting or finance practices.
2. Effective written and verbal communication skills.
3. Well-developed interpersonal skills with the ability to remain calm under pressure, to use initiative and good judgement to solve problems.
4. Good skills in the use of Microsoft Office, in particular Outlook, Word and Excel, and the ability to quickly learn new systems as required.
5. Strong organisational skills and attention to detail, coupled with proven ability to complete tasks within required timeframes.
6. Ability to work independently with minimal supervision, and as a member of a team.
7. Ability to be discreet, maintain confidentiality and discern sensitive issues.
8. An ability to communicate sensitively and effectively with people from diverse backgrounds.
9. Strong understanding and appreciation of Indigenous culture, living and working in remote communities and a demonstrated ability to be a good a cultural fit for Council.
10. Qualifications / licences:
 - a) Current C class drivers licence, at a minimum
 - b) Working with Children Check (Ochre Card)
 - c) NDIS worker screening check

Desirable Criteria

1. Retail experience.
2. Post Office experience
3. Centrelink, or other large government agency, experience.

Organisational Relationships & Further Information

Reports to	Administration Coordinator	Supervises	None
Internal liaising	Executive and Other managers All staff	External liaising	Government representatives Community organisation representatives Community members and stakeholders Consultants and Businesses
Span of hours	Days on which ordinary hours can be worked – Monday to Friday Span of ordinary hours – 6am to 6pm		
Employment Check / Permit	Criminal History Check is mandatory. Unless relevant to the position, criminal history will not affect employment. Eligibility to hold a Northern Land Council permit to work is an essential requirement of all employees who are not Aboriginal people living within the land trust.		
Travel	Travel to remote communities by light aircraft or 4wd will be required, and stays may be required.		

This position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, action and conduct, including but not limited to: the employment contract and conditions, Code of Conduct, delegation manual, legislation, regulation, policies, procedure, process, standards and plans.