



POSITION DESCRIPTION

Position Title	Administration Coordinator		
Location	Gunbalanya, Jabiru, Maningrida	Department	Community and Council Services
Position Level	Level 6	Work Group	Administration
Position Type	Permanent / Full time	Approval Date	1 April 2026
Coverage	WARC Enterprise Agreement 2024	Approved By	CEO

Position Objective

To 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.

Key Duties and Responsibilities

1. Provide advice, guidance and administrative support to the Council Services Manager to ensure the effective delivery of customer service and administrative functions, including Centrelink services, cleaning services, AusPost Services and administration/customer service activities, resulting in timely, high-quality outcomes for the community.
2. Coordinate and lead the administration team, contributing to the development, review and implementation of organisational policies, procedures and work practices that enhance efficiency, service quality and value across West Arnhem Regional Council operations
3. Work collaboratively with other Administration Coordinators and Wellbeing Senior Officers and administration staff to ensure the smooth, efficient and professional operation of Council offices, addressing operational issues and prioritising workloads as required.
4. Provide day-to-day leadership, supervision and mentoring to direct reports, including monitoring work performance, providing constructive feedback, undertaking performance reviews, and developing training and professional development plans to support individual and team capability, motivation and growth.
5. Contribute to the development, review and implementation of organisational policies, procedures and work practices that improve efficiency, consistency and service quality, and work with senior administrative staff across all Council locations to implement best-practice administrative systems and processes across Council Services functions
6. Ensure customer enquiries and complaints are managed promptly and professionally, and that all staff interactions with the public are respectful, courteous and culturally appropriate, in accordance with Council standards and expectations.
7. Ensure staff are trained and competent in various administrative procedures, and ensure all documentation is accurately completed, recorded and maintained in line with Council's records management requirements.
8. Ensure postal services are carried out in accordance with the Community Postal Agency Agreement / Australia Post Licensee Agreement.
9. Provide relief administrative support across Council workplaces and communities as required or directed, ensuring continuity of service delivery.
10. With regard to work health and safety in the workplace:
 - a. 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
 - 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 which are within the employee's skills, competence and training.

Essential Criteria

1. A Diploma-level qualification in business administration, local government, management or a related field, or proven experience performing administrative coordination duties and supervising a small team.
2. Strong written and verbal communication skills, with the ability to write clear emails, letters and reports, and communicate effectively with staff, managers and community members.
3. Sound knowledge and practical experience in office administration, including some experience with accounting, finance processing or related corporate support activities.
4. High-level skills in Microsoft Office applications, particularly Outlook, Word, PowerPoint and Excel, and the ability to learn new systems quickly.
5. Excellent organisational and time-management skills, with strong attention to detail and the ability to plan, prioritise and manage multiple tasks and deadlines.
6. Demonstrated ability to coordinate staff and workloads, work constructively with internal stakeholders, and use good judgement to resolve operational or staffing issues.
7. Strong interpersonal skills, including the ability to stay calm under pressure, manage competing priorities, and handle sensitive or confidential matters with discretion.
8. Experience supervising, supporting and mentoring staff in a cross-cultural workplace, with an ability to support the development of local Indigenous employees.
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) (except for Gunbalanya)

Desirable Criteria

1. Demonstrated experience in a similar role working in a remote location

Organisational Relationships & Further Information

Reports to	Council Services Manager	Supervises	Staff and Teams for: Cleaning, Centrelink , Administration (in Jabiru this includes the Relief Administration Officers, Post Office, Services
Internal liaising	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 – 6 am to 6 pm		
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.