

# ADMINISTRATION ASSISTANT

## POSITION & PERSON DESCRIPTION

December 2022



City of  
Norwood  
Payneham  
& St Peters

### GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

<b>DEPARTMENT:</b>	Chief Executive's Office
<b>UNIT:</b>	Chief Executive's Office
<b>ORGANISATIONAL RELATIONSHIP:</b>	Reports directly to the Manager, Chief Executive's Office
<b>DIRECT REPORTS:</b>	Nil
<b>AWARD &amp; CLASSIFICATION:</b>	<i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham &amp; St Peters' Municipal Officers Enterprise Agreement</i>  General Officer, Level 2  Three (3) year fixed-term contract.

### OVERVIEW

The Administration Officer is responsible and accountable for the provision of high-level assistance services to the Manager, Chief Executive's Office and the Chief Executive's Office generally, including;

- general administration, including the preparation of documents, letters and correspondence;
- maintaining the filing and database systems; and
- assistance with general enquiries.

The Administration Assistant is also responsible for assisting and ensuring the overall quality, effectiveness and timeliness of correspondence and services for the Manager, Chief Executive's Office.

The Administration Assistant undertakes duties that require confidentiality and discretion and which requires the Administrative Assistant to be practical, perceptive and accountable.

The Administration Assistant is also required to provide administrative assistance to other Units and staff within the Chief Executive's Office, namely, City Projects, Organisational Development & Performance, Economic Development & Strategy, Arts, Culture & Community Connections and Work Health and Safety & Risk, under the direction of the Manager, Chief Executive's Office.

## ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<b><i>Our People</i></b>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<b><i>Working Together</i></b>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<b><i>Leadership</i></b>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<b><i>Excellence</i></b>	We strive for excellence in everything we do and we encourage innovation and quality.
<b><i>Integrity</i></b>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<b><i>Service</i></b>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

## **POSITION OBJECTIVES**

- Assist in providing timely, confidential and accurate administration services to the Manager, Chief Executive's Office.
- Provide high-quality administrative assistance as required.

## **KEY RESULT AREAS**

- *Operational Responsibilities*
  1. Administration support to the Manager, Chief Executive's Office
  2. General Administration
- *Organisational Responsibilities*
  1. Corporate Governance
  2. Environmental Sustainability
  3. Work Health & Safety and Injury Management
  4. Organisational Values

## **OPERATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. ADMINISTRATIVE SUPPORT TO THE MANAGER, CHIEF EXECUTIVE'S OFFICE**

- Provide administration support to the Manager, Chief Executive's Office, including, but not limited to:
  - document preparation, formatting and editing;
  - assist the Manager, Chief Executive's Office in the preparation of systems and processes for the Chief Executive's Office, as required;
  - sharing and communicating relevant information to the Manager, Chief Executive's Office, in a timely and accurate manner;
  - management of documentation in accordance with the Council's Records Management requirements and the *State Records Act 1997*;
  - assist with general enquiries which are directed to the Chief Executive's Office;
  - email and calendar management;
  - prepare agendas, take minutes and write them up subsequently, as required; and
  - assist in the delivery of administrative functions associated with the Chief Executive's Office.

#### **Performance Indicators**

- Administration services to the Manager, Chief Executive's Office, are provided in a timely, proactive, accurate manner and all matters are treated with confidentiality at all times.
- Assisting the Manager, Chief Executive's Office, in ensuring that all correspondence flowing through the Chief Executive's Office is prioritised and actioned in a timely and accurate manner.
- High-quality standard of documentation.
- Databases, registers and records are kept up-to-date and are accurately maintained in a timely manner.

#### **2. GENERAL ADMINISTRATION**

- Provide administration support to other Units, from time to time, in the Chief Executive's Office under the direction of the Manager, Chief Executive's Office, including City Projects, Organisational Development, Economic Development & Strategy, Arts, Culture & Community Connections and Work Health and Safety & Risk.
- Under the guidance of the Manager, Chief Executive's Office, ensure that all documents and communication produced on behalf of the Chief Executive's Office are professional, grammatically correct and factually accurate, before being distributed in a timely manner.
- Liaise with citizens, Elected Members and key stakeholders, regarding issues which are directed to the Chief Executive's Office and direct enquiries and issues to the relevant staff members.
- Provide back-up administration support to the Governance & Civic Affairs Department, including taking of Council Minutes, as required.

#### **Performance Indicators**

- Timely and accurate support and assistance is delivered.
- Elected Members and citizen's concerns are directed to the correct staff member and are dealt with appropriately, professionally and in a timely manner.

## **ORGANISATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. CORPORATE GOVERNANCE**

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "*customer first*" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

#### **Performance Indicators**

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

#### **2. ENVIRONMENTAL SUSTAINABILITY**

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

#### **Performance Indicators**

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

### **3. WORK HEALTH & SAFETY and INJURY MANAGEMENT**

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

#### **Performance Indicators**

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

### **4. ORGANISATIONAL VALUES**

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

#### **Performance Indicators**

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

## **PERSON SPECIFICATION**

### **QUALIFICATIONS AND EXPERIENCE**

- No formal qualifications required.
- Secondary School Level education in English is essential.

### **KNOWLEDGE**

- A working knowledge of the Local Government Act 1999, is desirable.
- Good knowledge of the role of Local Government in the provision of services to its community.
- An appreciation for excellence, continuous improvement, quality management and best practice principles.
- Knowledge of administration role and associated procedures.
- Sound knowledge of MS Office applications.

### **SKILLS**

- Good verbal communication skills, in particular, providing information and the recording and relaying of information.
- Good written communication skills, in order to draft and edit accurate correspondence and documents.
- Organisational skills, including, time management, prioritisation and management of files.
- High level of proficiency within the MS Windows environment, MS Office applications and other business systems.
- Typing and formatting skills with a high level of accuracy and attention to detail.
- Excellent service skills.
- Excellent relationship building and interpersonal skills.

### **PERSONAL ATTRIBUTES**

- Demonstrated strong work ethic and integrity, including the ability to maintain confidentiality, discretion and diplomacy.
- A commitment to quality outputs with a high degree of attention to detail and excellence.
- A strong sense of urgency and passion.
- Self-motivation and enthusiasm.
- A commitment to professionalism and excellence.
- A commitment to and a focus on service provision and contributing to the community.
- An amicable, friendly, personable and positive personal nature.
- Willingness to contribute to an effective working environment and with other staff provide high quality and responsive services.
- Personal presentation that is professional and corporate.

## **DELEGATION & AUTHORITY**

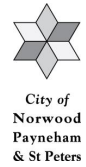
- As set out in the relevant Delegations Schedule, as approved and varied from time to time by the Council.

## **JOB REQUIREMENTS**

- National Criminal Record (Police) Clearance with no adverse findings.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Sun Smart UVR (induction)
  - Hazardous Chemicals Awareness (induction)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Hazardous Manual Tasks Awareness (induction)
  - Fatigue Awareness (annual)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Out of hours work may be required from time to time, as approved by the Manager, Chief Executive's Office.



**ADMINISTRATION ASSISTANT  
POSITION & PERSON DESCRIPTION  
December 2022**



**AGREEMENT:**

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Administration Assistant.

**APPROVED BY:**

\_\_\_\_\_  
Mario Barone PSM  
**CHIEF EXECUTIVE OFFICER**

\_\_\_\_\_  
Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Administration Assistant has been read and agreed to by

\_\_\_\_\_  
TBA  
**ADMINISTRATION ASSISTANT**

\_\_\_\_\_  
Date

# Our Values Behaviour Statements

## Individual Behaviour

## Organisational Behaviour

### Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

### Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

### Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

### Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

### Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

### Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

### Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

### Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

### Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

### Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

### Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

### Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

### Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

### Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

### Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

### Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

### Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

### Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



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# Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
<b>One Council working together</b> We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> <li>• I will collaborate to get better outcomes</li> <li>• I will deliver in a mutually agreed timeframe</li> <li>• I will reflect on how my actions contribute to the whole experience</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Systems Thinking and the impact of your actions and decisions</li> <li>• Role clarity and understanding your role and the role of others</li> </ul>
<b>Own the experience</b> We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> <li>• I will put myself in the customer's shoes which will guide my actions</li> <li>• I will be courageous to give the customer the best experience I can</li> <li>• I will follow up and follow through</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to be courageous in addressing customers' needs and trying new solutions</li> <li>• Emotional intelligence</li> <li>• Ability to follow up the service through the system</li> <li>• Active listening skills</li> </ul>
<b>Bring my best</b> We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> <li>• I will be professional and positive</li> <li>• I will ask for feedback and reflect on my service to improve</li> <li>• I will practice self-regulation, self-care and know when to ask for help</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled in giving and receiving constructive feedback</li> <li>• A commitment to stay up to date in technical skills and knowledge</li> <li>• Employs strategies to maintain personal and professional resilience</li> </ul>
<b>Be adaptable</b> We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> <li>• I will ask enough questions to understand what service is needed</li> <li>• I will adjust my approach to suit the situation</li> <li>• I will be proactive, consider alternatives and creative solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled in being agile and adaptable</li> <li>• Ability to look for alternatives for best outcomes</li> </ul>
<b>Keep it simple</b> We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> <li>• I will use language that is easy to understand</li> <li>• I will actively listen and stay focused on the situation at hand</li> <li>• I will offer relevant answers and solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate well and use positive and constructive language</li> </ul>