



## **Administration Officer Infrastructure Services**

Thank you for your interest in applying for the position of Administration Officer Infrastructure Services with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Employment details;
- Benefits of working with Hindmarsh Shire Council;
- Position Description;
- Key selection criteria; and
- Details on applying for a position with Hindmarsh Shire Council.

For general details of the Council, please refer to the following website: [www.hindmarsh.vic.gov.au](http://www.hindmarsh.vic.gov.au).

For further information about the position or duties involved, please contact Peter Rudge, HR and Governance Officer on (03) 5391 4444 or [hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au).



### **Opportunity this way...**

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and strive to make a difference.

As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

#### **Some of the benefits of working at Hindmarsh Shire Council include:**

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Active Social Club
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



**Hindmarsh**  
Shire Council

**HINDMARSH SHIRE COUNCIL**

**POSITION DESCRIPTION**

**1. POSITION IDENTIFICATION:**

**Position:** Administration Officer Infrastructure Services  
**Department:** Infrastructure Services  
**Starting Point/Location:** Nhill Office  
**Classification:** Band 4 per the Victorian Local Government Award 2015 and Hindmarsh Shire Council Enterprise Agreement  
**Employment Type:** Full Time (fixed term 12 months)

**2. CURRENCY:**

**Date Approved:** 29 November 2018

**Name of Occupant:**

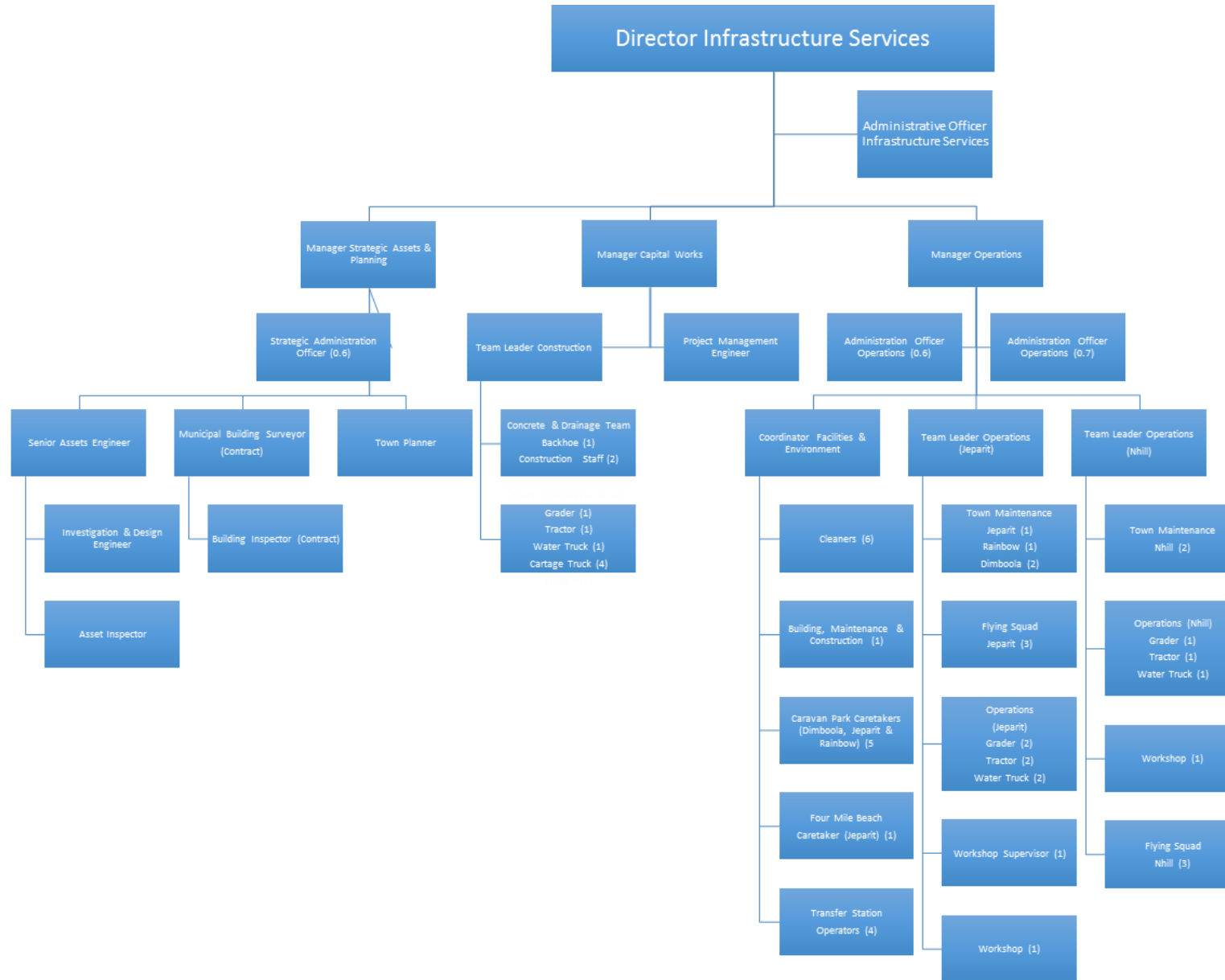
**Signature:** ----- **Date**-----

**Prepared By:** Shane Power **Date** 28/11/2018

**H.R Approved:** Peter Rudge **Date** 28/11/2018

**Approved By:** Greg Wood **Date** 29/11/2018

### 3. DEPARTMENT STRUCTURE:



#### **4. POSITION OBJECTIVES:**

The Administration Officer Infrastructure Services provides efficient and effective administrative support to the Director Infrastructure Services (DIS) and the wider directorate.

#### **5. KEY RESPONSIBILITIES AREAS:**

##### **Administrative Support**

- Assist the Director Infrastructure Services with management of diary, including arranging internal and external meetings, conferences and training registrations, and associated travel and accommodation required.
- Provide administrative support to the DIS, including screening telephone calls, drafting correspondence and word processing, spread sheeting, or data basing as required.
- Provide support with the DIS' daily tasks, deadlines, correspondence, and workflow. Liaise between the DIS and team members on tasks and deadlines.
- Coordinate Infrastructure Manager Meetings, Capital Works Group and other meetings as required, including the preparation of the meeting agenda, attachments, minutes and action lists.
- Undertake such other duties and functions consistent with the area of work and responsibility as directed by the DIS.
- Provide support to the Executive Assistant where required and backfill where necessary.

##### **Functional Responsibilities**

- Works management system creation and scheduling of inspections and uploading of completed inspections by the Asset Inspector.
- Co-administer the Project Management System
- Organise the ordering, supply and distribution of Annual Protective Clothing order for Operations and Construction teams. Ensuring products are reviewed annually for best wear and cost value.
- Annual diary order for operations, construction and indoor Infrastructure staff.
- Extract and compile monthly performance reports from PMS, CRMS, EDMS, Greenlight and other systems as required.
- Provide assistance on the MyData works management system in recording of customer action requests, creation of work tickets and associated reports when required.

- Provide assistance in payroll and stock processing for Team Leader Operations Jeparit, Team Leader Operations Nhill and Team Leader Construction when required.

### **Communications Responsibilities**

- Prepare and coordinate Infrastructure Services Directorate communications including:
  - Assist in preparing Media Releases relevant to the Infrastructure Services department for Director to review.
  - Contributing to Council's Facebook schedule relevant to the Infrastructure Services department.
  - Wimmera Development Association (WDA) report for Infrastructure Services department, prepare for DIS approval.
- Assist in maintaining Council's website, including updating web content, uploading documents, adverts, tenders and public notices.
- Liaise with Councillors, members of the public, authorities and government agencies and Council employees as required.

### **Corporate Responsibilities**

#### **Finance**

- Provide purchasing support to the directorate including raising purchase orders, invoicing within delegated authority.

#### **Conduct**

- Exercise loyalty, good judgement and discretion regarding confidential issues.
- Proactively cultivate strong team relationships with managers and staff and actively contribute to harmonious work environment that builds strong team engagement.
- Aim to improve systems and procedures in the office to improve the efficiency and effectiveness of Council operations.
- Actively contribute to the overall efficiency and utilisation of the Infrastructure department's office space.
- Participate in personal development and skills training as agreed to by DIS.
- Comply with Council's policies and procedures.
- Responsible for creating full and accurate records of activities and decisions, and observing records management procedures in accordance with standards laid out in the Record Management policy.
- Contribute to the continuous improvement and productivity of the organisation's operations.

## **Customer Services Responsibilities**

- Promote excellence in customer service.
- Provide relief support to the Customer Services Team when required.
- Assist with overflow of phone calls on the main call line for Customer Service.
- Provide efficient and timely response to customer queries and requests.

### **6. ORGANISATIONAL RELATIONSHIPS:**

Reports to: Director Infrastructure Services

Supervises: Nil

Internal Contacts: All Staff

External Contacts: Government agencies, service authorities, general public

### **7. OCCUPATIONAL HEALTH AND SAFETY:**

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:

- Take reasonable care for their health and safety.
- Notify their Manager of their inability to carry out any physical task that is outside their capability.
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace.
- Co-operate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of Job Safety Analysis (JSA).
- Complete Accident, Hazard and Near Miss Reports in a timely manner.
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety.
- Use protective equipment or clothing provided by Council at all required times.
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.
- Actively participate in Council safety programs.

**8. RISK MANAGEMENT:**

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors.
- Take all reasonable action to protect Council assets from damage and loss.
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

**9. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The prime responsibility of the role is to provide support and assistance to the DIS and Infrastructure Services department.
- The incumbent is accountable for prioritising their workload to ensure demands of the service are met within specified timeframes.
- Provide a wide range of information to members of the public and other departments of Council. The information provided will be in accordance with Council's operating procedures, policies and guidelines.
- Freedom to act is limited by the standards and procedures within the department, but will involve some discretion to be required.
- The incumbent is required to observe all legislative requirements and Council policies and procedures.

**10. JUDGEMENT AND DECISION MAKING:**

- The objectives of the work are usually well defined, with the particular method, technology or process selected from a range of alternatives.
- The work involves problem solving using procedures and guidelines and the application of professional knowledge. Some creativity and originality is required.
- Guidance and advice is always available within the time required to make a choice.



**11. SPECIALIST KNOWLEDGE AND SKILLS:**

- Understanding of the relevant technology, procedures and processes used in the organisation.
- Skills in the use of computers (including Word Processing, Excel, Access, PowerPoint, Publisher) and other office technology.
- Ability to exercise discretion when dealing with confidential material.
- High level attention to detail.
- Excellent record management skills including the system used for the electronic filing of data.
- Well developed customer service skills and the ability to assist with internal and external queries.
- Some general engineering, building, planning, road construction, facilities and or environmental management experience would be an advantage.

**12. MANAGEMENT SKILLS:**

- The position requires skill in managing time, setting priorities and planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to work unsupervised and maintain motivation.

**13. INTER-PERSONAL SKILLS:**

- Excellent written and oral communication skills.
- Ability to gain the cooperation and assistance from others.
- Ability to write reports, prepare correspondence and communication media for authorisation by the DIS or other Managers as required.
- Excellent customer service approach to both internal and external customers.
- Ability to work as part of a team, communicate within all levels of Council and contribute to team discussions and workplace improvement programs.

**14. QUALIFICATIONS AND EXPERIENCE:**

- Skills in the use of computers (including Word Processing, Excel, Access, PowerPoint, Publisher) and other office technology.
- Previous experience in an administration role.
- Experience working unsupervised
- Desirable: tertiary qualification related to position.
- Current drivers licence.

**15. EQUAL OPPORTUNITY:**

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

**16. PRIVACY AND CONFIDENTIALITY:**

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

**17. KEY SELECTION CRITERIA:**

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria.

- Excellent written and oral communication skills.
- Demonstrated experience in effectively planning, organising and managing own time to achieve objectives within set timeframes.
- High level of judgment, confidentiality and professionalism.
- Excellent customer service skills and the ability to deal with enquiries in a professional and discreet matter
- Personal computer skills, utilising software such as word processing, spread-sheeting and data bases and highly developed keyboard skills including audio typing.
- Ability to show initiative and innovation.
- Ability to deal confidently with stakeholders at all levels.
- Personal presence: professional, open and friendly and with a positive attitude.
- High level attention to detail.
- Current drivers licence.

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## Applying for a position with Hindmarsh Shire Council

This guide has been designed to assist you in applying for a position with the Hindmarsh Shire Council. It will provide you with some tips and ideas for ensuring that your application and your interview are high quality and relevant.

### How to Apply

The primary function of an application is to provide sufficient information about your education, work history and experiences to allow the Selection Panel to decide whether you should be interviewed for the positions.

Applicants should prepare the following information:

- A covering letter
- A current resume
- The completed application form

### Addressing the Selection Criteria

Applicants are required to address the Selection Criteria referred to in the Position Description (PD). Selection Criteria are used in the PD to describe the skills, knowledge, qualities, abilities, experience and qualifications needed to successfully undertake the role.

**Do:** Read the Position Description.  
Note the closing date for applications (late applications will not be considered).  
Address the Selection Criteria in your application and detail how your skills, abilities, experience and qualifications meet these criteria.  
Ensure you provide a telephone contact number in your application.

**Don't:** Assume that the Selection Panel knows anything about you.  
Submit a generic application.  
Attach original certificates or references (please send photocopies only as they will not be returned).  
Don't be deterred if you do not obtain an interview. Consider why you may have not been chosen and then, if necessary, ask the contact person for some feedback on your application.

### Submitting Applications (Applications should be marked Private & Confidential)

**Mail to:**  
Attn: Human Resources Coordinator  
Hindmarsh Shire Council  
PO Box 250  
NHILL VIC 3418

**Deliver in person:**  
Attn: Human Resources Coordinator  
Hindmarsh Shire Council  
92 Nelson Street  
NHILL VIC 3418

**Email to:** [hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au)

**Assessment of Applications:**

- Each application will be assessed against the Selection Criteria for the position.
- Applicants who most closely meet the Selection Criteria will be offered an interview.
- Applicants not short listed for interview will be advised in writing.
- Applicants not short listed for interview will be able to ask the Human Resources Coordinator for feedback on their application.

**The Interview:**

- You will be contacted by phone if you have been selected for an interview
- You will be provided with details regarding the time, day and location of the interview
- The interview panel will usually consist of three panel members, including the Manager / Supervisor of the position
- During the interview, panel members will ask questions to determine who will be the best candidate for the position
- You will have an opportunity in the interview to ask questions
- If you have not provided referee details on your resume, be prepared to provide them at the interview
- Referee checks will be conducted for the preferred candidate at the conclusion of the interviews.
- Please be on time for your interview
- Please contact HR if you cannot attend the interview or wish to withdraw from the process.

**After the Interview:**

The successful interviewed applicant:

- Will be notified by phone
- Will have the relevant pre-employment checks conducted
- Will agree on a start date and a letter of offer will be sent, outlining terms and conditions of employment.

The unsuccessful interviewed applicants:

- Will be advised by telephone of the interview panel decision, followed by a letter confirming the outcome
- Is able to ask the Human Resources Coordinator for feedback on their application and interview.

---- End ----