POSITION DESCRIPTION

Administration Officer
(POS2490 POS2491 POS2492 POS2493)

Directorate:	Community and Lifestyle	**Department:**	Community and Lifestyle	
Position Grade:	8	**Reports to:**	Business Support Lead	
Last review:	December 2022	**Next review:**	December 2026	**Version: 2**

Position purpose:

To provide administrative support for day-to-day operational activities and maintain a professional administrative function within the Directorate. The position will administer general functions in the areas of Customer Focus, Procurement, Finance and Administration.

Key accountabilities/responsibilities:

Responsible for:

1. The provision of high-level administrative functions to support the Directorate and ensure consistency is delivered to internal and external stakeholders.
2. Carrying out invoicing and account reconciliation on outstanding accounts and payments, initiating relevant recovery processes and coordinating and implementing accurate record keeping and reporting systems for financial records such as fees, charges, bond payments and direct debit records.
3. Assistance in the processing of tasks across the directorate in a systematic process with a focus on completion of tasks in a timely manner.
4. Monitoring of customer requests in TRIM and Pathway and follow up where required.
5. Ensuring the needs and expectations of Council's clients (internal and external) are met in a timely, efficient, and courteous manner.
6. The provision and maintenance of financial administrative procedures as required, including purchase orders and invoices and reconciliation of corporate credit card.
7. Administration and support in the delivery of Community and Civic Events.
8. Carrying out other duties as required by the Business Support Lead and/ or Director.

Decisions made in the position:

1. In accordance with the instrument of delegation granted by the CEO.

Decisions referred:

1. All other decisions

Key issues/challenges:

1. Have knowledge and undertake administrative functions to support a multi-disciplinary team in an accurate and efficient manner to maintain productivity and deliver outcomes within specific timeframes to achieve the goals and objectives for the directorate.
2. Multitask and manage competing priorities in a dynamic technical environment, in a timely manner.

3. Ensure appropriate communication throughout the directorate and liaise with all units to ensure delivery with a customer focus.

4. Have knowledge and undertake administrative functions for the directorate in an accurate and efficient manner to maintain productivity and deliver outcomes within specific timeframes to achieve the goals and objectives for the directorate.

5. Help create and maintain an enthusiastic and cohesive team approach and manage sensitive information and resolve conflict with integrity and due confidentiality.

Key working relationships:	
Community and Lifestyle Directorate	Other directorate Administration Officers
Internal stakeholders	Directorate staff
External stakeholders	

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POSITION SPECIFICATION

ESSENTIAL CRITERIA

Qualifications/Licences

- Relevant TAFE qualifications (Certificate III level minimum), or demonstrated experience working in a multi-faceted office environment

Experience

- Moderate to extensive years' experience, working in a professional office environment.
- Proven time management and organisational skills with demonstrated experience in managing competing priorities, levels and volumes of work, along with having a pro-active approach to work duties.
- Demonstrated experience to complete allocated tasks with a customer focus and delivering business requirements including purchasing, invoicing, debt collection and general administration duties in a timely, and accurate manner.
- Experience in handling enquiries from both internal and external clients, in an efficient and effective manner.
- Experience in working independently, within a multi-disciplined team environment and across Council as required.

Knowledge and Skills

- Strong written and verbal communication skills, together with excellent customer service skills.
- Proven commitment to the continuous improvement of administrative systems and procedures
- Proficient in the use of Microsoft office products.
- An understanding of record management procedures and ability to utilise record management systems.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Knowledge of Local Government processes and procedures
- Demonstrated experience in utilising systems such as Pathway, TRIM & GIS
- Ability to have a creative and positive approach to processes and any reviews that may be undertaken
- Current Class C Driver's Licence or Provisional Licence

LIVERPOOL CITY COUNCIL

LIVERPOOL THE GREAT SOUTH WEST

Our vision:

Aspiring to do great things – for ourselves, our community and our growing city.

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous