

Position Description

Administration Officer (POS2398)

Directorate Department	Office of the CEO
Reports to	Senior Manager Strategic Portfolio
Number of Direct Reports	NIL
Position Grade	9
Employment Type	Permanent Full-time
Primary Location	Civic Place
Date Approved	July 2026

Our Culture

We believe in the future of Liverpool and that our future is best described in the Community Strategic Plan (CSP).

We're a connected team with a shared purpose, determined to get the best results on the things that matter most for our community and people. We live our culture with a mindset of *"A better way – every day."*

**WORKING
TOGETHER**



**COMMUNITY
FOCUS**



ACCOUNTABILITY



**GROWTH &
DEVELOPMENT**



INNOVATION



Intent and Primary Purpose of the Position/s

To provide effective coordination of projects and day-to-day operational activities within the Office of the CEO Strategic Projects Unit, delivering professional technical and administrative support to the Senior Manager Strategic Portfolio to meet the needs of internal and external stakeholders while maintaining responsive and collaborative relationships with internal and external stakeholders.

Position Outcomes and Accountabilities	
Outcomes Delivered	Performance Standard
Assisting in maintaining and coordinating reporting on operational, financial and resource matters as required by Manager Strategic Projects.	Operational, financial and resource reporting is maintained and coordinated and received by the required parties according to the time schedule required..
High level technical administrative functions are provided to support the Strategic Projects team.	Provide high level technical administrative functions to support the Strategic Projects team, to improve workflows and processes and ensuring effective working relationships.
Project and submission documentation and information is collated and maintained for reporting and presentation.	Collate and maintain project/submission documentation and information for reporting and presentation, including preparing and maintaining project documentation and professionally presented documents and other administrative support as requested. Monitoring administrative projects and collating information for reporting purposes.
Policies, procedures, internal audits, business cases and corporate reports are updated and delivered as required.	Assisting in the update and delivery of policy and procedures, internal audits, business cases and Corporate Reports i.e. Delivery Program and Operational Plan for the Unit excess hours report.
Comments for Council requests and referrals are coordinated and assigned in TRIM and Pathway.	Coordination of comments for Council requests and assigning of referrals in TRIM and Pathway.
Needs and expectations of Council's clients (internal and external) are met in a timely, efficient and courteous manner.	Meet the needs and expectations of Council's clients (internal and external) in a timely, efficient, and courteous manner. This includes drafting responses to Mayoral, Councillor, client requests, CEO updates and media releases. Manage Customer Pathway, TRIM requests and assigning action items.
Administrative procedures are provided and maintained, and purchase orders are administered on behalf of staff.	Provision and maintenance of administrative procedures as required. Administering purchase orders and other expenses on behalf of staff as approved by senior Managers, including creation of purchase requisitions and consolidating corporate credit cards.
Other duties are carried out as required.	Carrying out other duties as required by the Manager Strategic Projects.

Decision Making Authority and Responsibilities

Decision Making	In accordance with the instrument of delegation granted by the CEO
WHS Responsibilities	- Promote a safe and healthy work environment by complying with all relevant WHS legislation, policies, and procedures. - Take reasonable care for their own health and safety and that of others in the workplace. - Report hazards, incidents, and unsafe practices in a timely manner. - Follow safe work practices and instructions to maintain a safe workplace.
Financial Delegation	As per financial delegation documentation.

Key Relationships

Who	Why
Manager Strategic Projects	Receives direction, guidance, and supervision to ensure priorities and tasks align with business needs.
Strategic Projects team	Provides administrative assistance and support to enable effective team operations and delivery of services.
External stakeholders	Communicates and coordinates information to support projects, submissions, and customer service outcomes.
Other Administration Officers / PAs	Works closely to ensure consistency, coordination, and coverage of administrative support functions.

Position Requirements

Qualifications, Knowledge, Skills and Experience

Essential:	- Relevant TAFE qualifications (Diploma or Certificate IV level minimum), or demonstrated experience working in a technical office environment, Governance, Legal Services or related discipline. - Experience working in a public sector, private business or professional services office environment. - Demonstrated experience in coordinating corporate reporting and contributing to the provision of budget and financial reporting as directed by Council's financial management team. - Proven time management and organisational skills with demonstrated experience in managing competing priorities, levels and volumes of work, along with having a proactive approach to work duties.
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	• Demonstrated experience to undertake and complete allocated tasks in a timely, accurate and grammatically correct manner, including using office software programs (Word, PowerPoint, Excel) for word processing and data entry in accordance with appropriate technical administrative standards. • Experience in handling complex enquiries and complaints 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. • Demonstrated experience in making decisions regarding technical administration systems and procedures. • Strong written and verbal communication skills, together with excellent customer service skills. • Proven commitment to the continuous improvement of administrative systems and procedures. • An understanding of record management procedures and ability to utilise record management systems. • Current Class C Driver's Licence or Provisional Licence
Desirable (if applicable):	Qualifications/Licences/Experience/Knowledge and Skills • Knowledge of Local Government processes and procedures. • Demonstrated experience in utilising systems such as Pathway, TRIM, and GIS. • Ability to have a creative and positive approach to processes and any reviews that may be undertaken. • Experience supporting senior executives within an ASX-listed organisation, large corporate, government agency, or professional services environment. • Strong meeting management, diary management and executive coordination capabilities.

Signature

By signing below, I understand the contents and expectations of this position description.

Name	Signature	Date

Capabilities for the position

The capability framework outlines the capabilities needed by everyone to work well and be effective in their position. They are expressed as behaviours to provide clarity and a common language to describing the skills and abilities to perform a position at Council.

Core Capabilities	Description
<i>Applicable to all positions</i>	
Developing Self	Seeks growth opportunities, embraces feedback, and enhances skills and knowledge.
Being Accountable	Takes ownership of actions, delivers on commitments, and ensures transparency and responsibility.
Acting with Integrity	Behaves ethically, upholds values, and acts in the best interest of the organisation and community.
Communicating Effectively	Expresses ideas clearly, listens actively, and tailors communication to the audience's needs.
Working Collaboratively	Works well with others, builds teamwork, and fosters a supportive environment.
Having Resilience	Bounces back from adversity, maintains positivity, and performs effectively under pressure.
Focus Capabilities	Description
<i>Most important to be effective in position</i>	
Commercial Nous/Acumen	The ability to apply business insight, strategic thinking, and practical solutions for competitive advantage.
Using Data for Decision Making	Collects, analyses, and interprets data to ensure evidence-based, accurate, and effective decision-making.
Influencing and Negotiating	Communicates persuasively, uses negotiation skills, builds consensus, and resolves conflicts constructively.
Thinking Innovatively and Creatively	Encourages new ideas, fosters innovation, and seeks opportunities for creative problem-solving and improvement.
Building Relationships	Establishes positive relationships, builds trust, and fosters partnerships to achieve common goals.
Delivering Outcomes	Sets ambitious goals, measures progress and adapts strategies to ensure effective achievement of objectives.
Focusing on the Community	Provides high-quality service, seeks feedback, and anticipates community needs.
Using Technology and Building Digital Literacy	Adopts technology, enhances productivity, stays updated on advancements, and promotes digital literacy.
People Management Capabilities	Description
<i>Required for leadership positions</i>	
Inspiring Direction and Purpose	Provides clear vision, motivates others, aligns team efforts with objectives, encourages and empowers achievement.
Managing People	Guides team members, provides feedback, recognises efforts, develops talent, and fosters an inclusive culture.
Managing Reform and Change	Drives organisational change, aligns with goals, engages stakeholders, monitors progress, and adjusts strategies.
Optimising Outcomes	Analyses processes, identifies improvements, implements strategies for efficiency, and uses data for informed decisions.
Practising Sustainability	Implements sustainable practices, balances economic, social, environmental factors, and advocates long-term sustainability goals.
Valuing Diversity and Inclusion	Promotes an inclusive environment, respects diverse perspectives, and advocates for equity and inclusion.