



Shire of Lake Grace

INFRASTRUCTURE ADMINISTRATION OFFICER - POSITION DESCRIPTION

Shire Values

"A safe, inclusive and growing community embracing opportunity"

Position title	Infrastructure Administration Officer
Department / service area	Infrastructure Services
Industrial award	Local Government Industry Award 2010
Classification	Level 3
Position reports to (role)	Manager Infrastructure Services
Position supervises / Manages (roles)	Nil
Last date PD reviewed	14/02/2019
Links to Corporate Plan Objectives	Social Objective – A valued, healthy and inclusive community and life-style Outcome 2.1 An engaged, supportive and inclusive community 2.1.1 Community services and infrastructure meeting the needs of the district

Position Certification Date: 6 March 2019

Employee Name:

Signature:

Supervisor Name: Vanessa Crispe

Signature:

Position Summary

Job Purpose

To provide a high level of administrative and clerical support to Infrastructure Services including building, planning and health sections.

Position Objectives

Provides administrative support to an individual or team and undertakes necessary research, analysis and other projects as required.

To act as the first point of contact for internal and external customer enquiries relating to building, planning, health and infrastructure services to ensure that these enquiries are satisfied in accordance with local government customer service standards.

To provide relief support to other Administration Officers during busy periods or leave.

To provide Department of Transport Licencing Services to the community that are in adherence to regulations and laws, as required.

Primary, Delegated or Supporting Responsibilities:

Infrastructure

- To provide effective and efficient administrative and clerical support to the Manager Infrastructure Services and the Infrastructure Services department.
- Diary management and meeting organisation on behalf of the Manager Infrastructure Services (including catering and preparation of meeting materials)
- Fielding of incoming telephone calls and visitors on behalf of the Manager Infrastructure Services and re-directing or resolving these enquiries accordingly
- Preparation of memos, letters or any other correspondence as required by the Administration Coordinator, Manager Infrastructure Services or Chief Executive Officer
- Assist the Manager Infrastructure Services with the compilation of agenda items for Council Meetings

- Involvement in the compilation of reports and statistical data, record keeping and the presentation of typed documents when required
- Booking of travel and/or accommodation requirements on behalf of the Manager Infrastructure Services and the Infrastructure Services Team
- Act as the first point of contact for public enquiries and complaints relating to infrastructure issues
- Provide a reference and research information service to other internal officers and members of the community in relation to the matter of installing infrastructure (including crossovers, pipes, water, electricity, etc.) in Shire road reserves
- Liaising with Infrastructure staff regarding purchasing requests, researching appropriate suppliers and obtaining quotes in line with the Shire of Lake Grace Purchasing Policy
- Raising requisitions for purchase orders via SynergySoft and dispatching purchase orders to suppliers
- Liaising with suppliers regarding the delivery, timing and any other special arrangements in relation to the provision of products/services
- Coordinating the administration process of works requests, leases and licences for temporary use of Shire road reserves (such as trading permits, etc.)
- Organise all services, maintenance and repairs for Shire vehicles, plant and equipment
- Organise fire extinguisher services and stocktake and replenishment of all first aid kits located in Shire vehicles and buildings
- Liaise with external contractors, internal staff and community members/groups to arrange and coordinate termite checking and pest control for all Shire buildings including staff housing
- Assist the Technical Officer in providing a reference and research information service to other officers and members of the community in relation to road closures, street lighting and street naming
- Assist the Technical Officer with tenders, contracts and various projects related to Shire Infrastructure and maintain files and tender contract register
- Assist the Technical Officer with inquiries including administrative and technical matters relating to the full function of the shires standpipe systems
- Effectively maintain all records and filing for the Infrastructure Services department
- Participation in or undertake projects as required by the Manager Infrastructure Services, Manager Infrastructure Services or Chief Executive Officer

Planning

- Act as the first point of contact for all customer enquiries regarding the planning and development application process
- Receive and register all planning applications
- Process crossover applications
- Receive, verify that adequate information (including fees paid) has been provided and coordinate development applications to permit the processing of approvals
- Liaise with the Shire's contract Town Planner to coordinate development applications for Council consideration.
- Track and monitor applications and update registers and record systems accordingly
- Prepare correspondence and advice to applicants on outcome of development applications.
- Distribute development related information and assist in preparing and keeping up to date: information packs, standard letters and templates, website information and procedures, zoning plans, policies and documents
- Maintain a register of Development approvals for compliance

Building and Health

- Act as the first point of contact for all customer enquiries regarding building and health
- Provide administrative and clerical support to the Shire contract Building and Environmental Health Officers
- Receive and register all building and health applications
- Receive, verify that adequate information (including fees paid) has been provided and coordinate applications to permit the processing of approvals

- Track and monitor applications and update registers and record systems accordingly
- Prepare correspondence and advice to applicants on the outcome of applications
- Distribute related information and assist in preparing and keeping up to date: information packs, standard letters and templates and website information.
- Maintain a register of building and health approvals for compliance

General Administration

- Provide relief cover for internal staff as required
- Perform Department of Transport (DoT) licencing tasks on behalf of the Department of Transport
- Receive and field appropriate incoming telephone calls
- Contribute towards a safe workplace by displaying duty of care as outlined in the Shire of Lake Grace Occupational Health and Safety Policy 4.6

General Responsibilities and expected behaviour or conduct

The Model Code of Conduct provides elected members and staff in Local Government with consistent guidelines for an acceptable standard of professional conduct. The Code addresses in a concise manner the broader issue of ethical responsibility and encourages greater transparency and accountability in individual Local Governments.

Staff are expected to;

- ✓ assist other employees from time to time and contribute to teamwork
- ✓ behave in a manner and be seen to act, properly and in accordance with the requirements of the law and the terms of this Code
- ✓ observe the highest standards of honesty and integrity
- ✓ avoid conduct which might suggest any departure from these standards
- ✓ give effect to the lawful policies of the Local Government, whether or not they agree with or approve of them.

Key Performance Indicators

Performance Requirements

To be developed

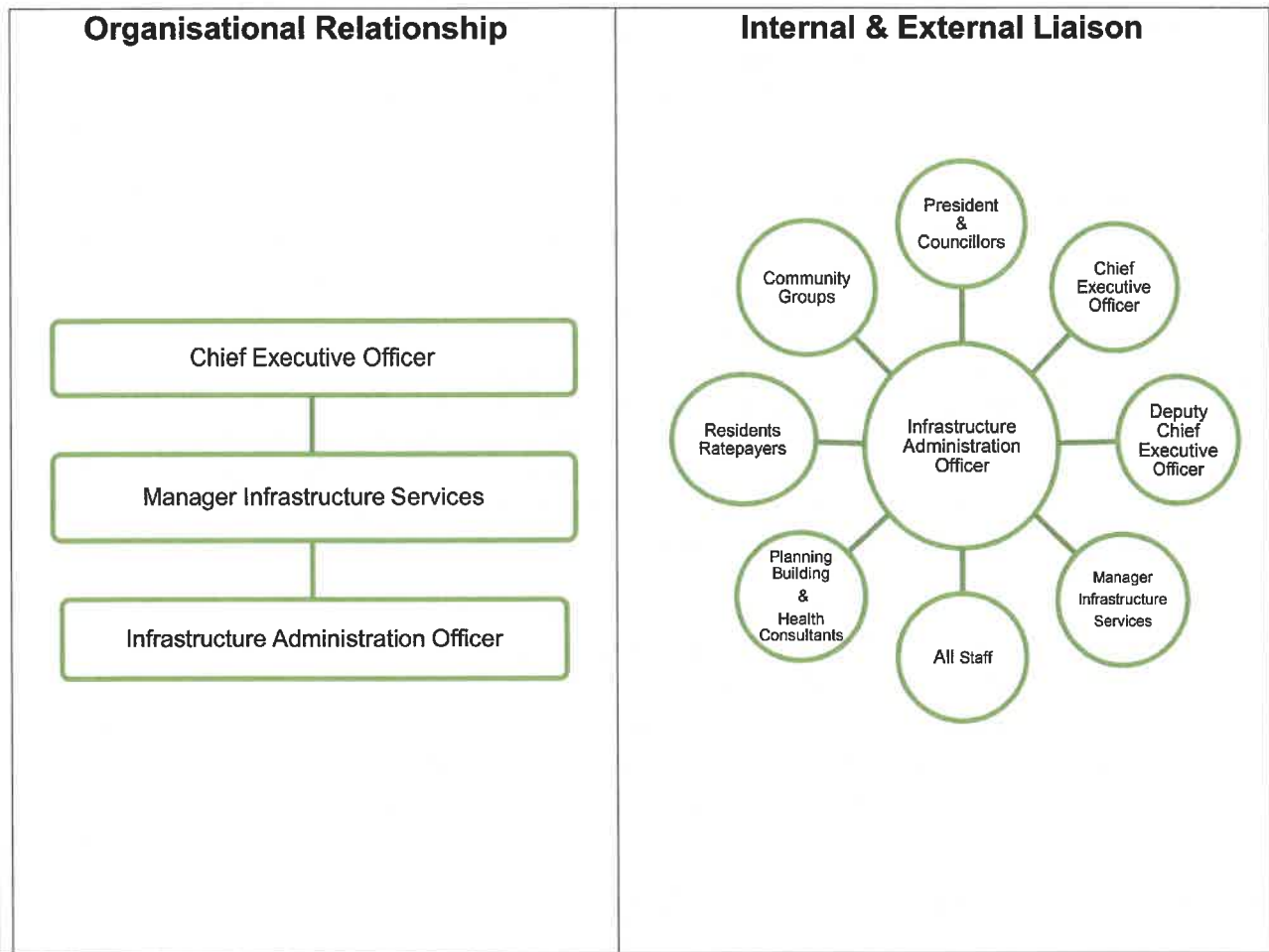
Occupational Safety and Health Statement of Outcome

A safe and efficient place of work is our goal, and we must all be committed to reach this outcome. The Shire of Lake Grace is committed to continuous improvement of the Occupational Health and Safety standards.

Equal Employment Opportunity Statement of Outcome 2017-2020

1. The organisation values EEO and diversity and the work environment is free from sexual and racial harassment.
2. Workplaces are free from employment practices that are biased or discriminate unlawfully against employees or potential employees
3. Employment programs and practices recognise and include strategies for EEO groups to achieve workforce diversity
4. Maintain a relevant and achievable EEO Management Plan through communication, review/amendment and evaluation

Position Liaises with:



SELECTION CRITERIA

ESSENTIAL

1. Previous experience in office administration/administration support
2. Demonstrable experience of providing a high standard of customer service
3. The ability to understand and interpret planning processes and to work within a technical environment
4. Excellent keyboard and computer literacy skills, with knowledge of Microsoft office packages
5. An understanding of record management and archival processes
6. Self-motivated, with the ability to work without supervision
7. Ability to multi task and work under pressure
8. Ability to work within a team environment and willingness to cross over into different corporate functions when required
9. Excellent time management and communication skills
10. High attention to detail
11. Willingness to attend Department of Transport Licencing Training
12. Current National Police Clearance Certificate (no less than 3 months old)
13. Must pass a pre-employment medical and drug screening

PREFERRED

1. Previous experiencing in a similar role within a local government organisation
2. Working knowledge of IT Vision software
3. A good understanding of the role of local government and public accountability including knowledge of budgets, compliance regulations and local government legislation.

PHYSICAL REQUIREMENTS OF THE POSITION

Sitting / standing for periods of time, ergonomics, lifting, bending, work with screen based equipment.

GENERAL INFORMATION

This position description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the organisation may require the employee to carry out any duties, which are within the employee’s skill and competence.

In addition, due to the nature of work with this position and need for timeframes to be met, it is essential that the incumbent is flexible in being able to work when required, including attendance at non-business hours meetings, workshops and the like.

Position Acknowledgement and Acceptance

Yes No

Date ___/___/___

_____	_____	___/___/___
Position Holder	Signature	Date

Vanessa Crispe		<u>26/03/2010</u>
Manager Infrastructure Services	Signature	Date

Belinda Knight		<u>28/02/2019</u>
Deputy Chief Executive Officer	Signature	Date

Approved by		
Denise Gobbart		<u>6/3/2019</u>
Chief Executive Officer	Signature	Date

This position description will be reviewed annually as part of the annual performance appraisal process.