



# MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

<b>POSITION:</b>	Administrative Support Officer – People and Culture
<b>EMPLOYMENT STATUS:</b>	Full Time, Maximum Term
<b>AWARD CLASSIFICATION:</b>	Level 2 <i>Queensland Local Government Industry (Stream A) Award – State 2017</i> in conjunction with Mount Isa City Councils Certified Agreement 2018
<b>DEPARTMENT:</b>	Executive Services
<b>SECTION:</b>	People, Culture and Safety

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## POSITION OBJECTIVE

To provide effective administrative services to the People and Culture section in line with Council values and procedures.

## ORGANISATIONAL RELATIONSHIPS

Reports to: Senior Human Resources Officer

Supervises: Nil

## REQUIREMENTS OF THE POSITION

### Skills, Knowledge and Experience

- Well-developed interpersonal communication skills with a high level of customer service aptitude;
- Self-motivated with strong time management, problem solving and decision making abilities;
- High level of confidentiality and ability to exercise discretion in a professional manner essential;
- High level of computing skills using Microsoft Suite of programs essential;
- High level effective written and verbal communication skills;
- A team approach and the ability to effectively multi-task to achieve outcomes;
- Knowledge of human resource functions, policies and strategies, or ability to obtain;
- Understanding and ability to apply legislation relevant to Local Government;
- Ability to prioritise workload and manage time effectively;
- Experience in an administration environment in a medium to large public or private sector organisation (Local Government desirable); and
- Experience in preparing written correspondence and report writing with an attention to detail.

### Qualifications

- Certificate III in Business Administration is desirable;
- Current QLD manual Driver's Licence or ability to acquire a licence prior to commencing in the role is essential.

### Training

- Must be willing to undertake and successfully complete training deemed essential for the position in accordance with Councils Training Matrix.

## **KEY RESPONSIBILITIES**

This position is responsible for the following areas and includes but is not limited to:

- Provision of a high level and full range of confidential administrative in a timely and accurate manner with excellent attention to detail, including records management, communication management and maintenance of registers and databases for the department;
- Assist with all documentation required as part of the employee lifecycle;
- Responsible for Council Immunisation requirements;
- Recording and maintaining electronic registering of all human resources documents onto Council's Electronic Data Management System adhering to recordkeeping policies and procedures;
- Accurate filing and archiving in line with retention and disposal legislative requirements;
- Provide relief services covering People and Culture functions as required;
- Out of ordinary hours work may be required;
- You are required to follow any other lawful and reasonable directives provided by your Supervisor or more senior officer; and
- Council reserves the right to change these duties at any time.

## **Physical Requirements**

It is an inherent requirement of the position to be able to;

- Occasionally lift weights;
- Sit continuously for extended periods of time.

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

## **KEY PERFORMANCE INDICATORS**

- People and Culture files maintained effectively, confidentially and processed within strict timeframes;
- Administration functions completed effectively and within strict timeframes;
- Effective verbal and written communication with attention to detail;
- Effective document control maintained to ensure quality, consistency and currency;
- All communications carried out professionally with confidentiality maintained at all times;
- Promotes and complies with Council policies and procedures.
- Effectively process customer complaints with Council's Policy and Procedures;

## **DELEGATION AUTHORITY AND ACCOUNTABILITY**

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Policy;
- Other delegations as determined by the CEO or Council.

## **ORGANISATIONAL COMMITMENTS**

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's Anti-Discrimination and EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

**WORK HEALTH AND SAFETY**

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Councils Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Councils WH&S Officer and their Supervisor.

**GENERAL**

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

**SELECTION CRITERIA – Administrative Support Officer**

<b>SELECTION CRITERIA</b>		<b>WEIGHTING (%)</b>
SC1	Demonstrated 2 years' experience in an Administrative Support Officer role.	30%
SC2	Sound knowledge of Human Resource functions or willingness to obtain.	25%
SC3	High level of administrative and computing ability incorporating Microsoft Suite of programs.	20%
SC4	High level of written and verbal communication skills and the ability to build and maintain relationships with internal and external customers.	15%
SC5	Demonstrated time management skills and the ability to work well within a team environment.	10%

**AUTHORISATION**

Manager: Natasha Hydon

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Date originated: 1 July 2011

Date reviewed: 9 August 2022

**EMPLOYEE DECLARATION**

I, the undersigned acknowledge receiving a copy of the Administrative Support Officer Position Description:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_