LOWER EYRE COUNCIL
POSITION DESCRIPTION

1.	**POSITION TITLE:**	Corporate Services Assistant
2.	**AWARD:**	Local Government Municipal Officers Award
3.	**LEVEL:**	2-3
4.	**DEPARTMENT:**	Corporate Services

5. POSITION OBJECTIVES

The purpose of the position is aimed at ensuring the following:

- Provide reliable and effective administrative support across the Corporate Services department.
- Assist with the management and maintenance of Council's records in accordance with relevant legislation, policies and procedures.
- Provide administrative support to assist Council in meeting its governance and compliance responsibilities.
- Support the Governance Administration Officer and Executive Assistant with communications, media and other corporate administration activities.
- Provide relief for key Corporate Services functions as required.

6. KEY RESPONSIBILTIES

Governance & Compliance
Major Actions
1. Assist with the administration and review of legislated council management plans and registers.
2. Assist with coordinating the review of Council policies and procedures, checking currency against applicable legislation or guidelines and ensuring input from relevant departments and stakeholders.
3. Assist with maintaining Council's delegation register, ensuring staff understand their obligations and sign delegations within a timely manner.
4. Assist with managing the lease registers of council, and arranging reviews with relevant managers ahead of expiry and providing advice on lease requirements as required.
5. Provide administrative support in meeting Council's governance and compliance responsibilities.
How success will be measured:
• Governance registers, plans, policies and procedures are updated accurately and within agreed timeframes.
• Review dates and required actions are identified and referred to the appropriate officer in a timely manner.
• Delegation and lease documentation is accurately maintained, with reviews and follow-up actions arranged as directed.
• Information is gathered and administrative support is provided to assist the responsible officers in meeting Council's governance and compliance requirements.

6. KEY RESPONSIBILTIES Cont'd

Records Management
Major Actions
1. In conjunction with the Governance Administration Officer, administer Councils Electronic Document Management Records System (EDRMS), ensuring best practice and ongoing compliance across the council team.
2. Train new staff in use of the EDRMS and ensure ongoing audits of records are undertaken on a regular basis to ensure compliance and design training programs for ongoing staff.
3. Proactively maintain, sentence and administer the transition of Council's paper records.
How success will be measured:
• Council's ERDMS is actively managed and maintained
• Hard copy records are regularly sentenced and actively destroyed in line with legislation and best practice requirements.
• Council staff are regularly audited for compliance and actively trained in the requirements of the system and councils adopted standards for records management.
Administration
Major Actions
1. Provide reliable, efficient, and high-level administration is undertaken in relation to the work areas and support is provided to the Director Corporate Services & Community
2. Records are accurately managed, maintained and recorded in council's records system in line with required processes.
3. Collate data as required for special projects to assist other departments within Council.
4. Assistance is provided with Human Resource management administration as required.
5. Provide relief and administrative support to the Governance Administration Officer and Executive Assistant as required.
How success will be measured:
• Administrative tasks are completed accurately and within required timeframes.
• Information and data for projects are collated accurately and provided to the relevant officer as required.
• Records are created, captured and maintained in accordance with Council's records management requirements.
• Human resource administration is undertaken accurately, confidentially and within agreed timeframes.
• Effective relief and administrative support are provided to the Governance Administration Officer and Executive Assistant as required.

6. KEY RESPONSIBILTIES Cont'd

Customer Service
Major Actions
1. Customers are provided with timely and accurate information
2. Customer request systems are maintained effectively and accurately
How success will be measured:
• Customers have been treated with dignity and respect in line with the staff values
• Customer request records are completed in line with established business practices
Work Health & Safety (all staff)
Major Actions
1. Comply with the requirements of a safe working environment by following the safety program and applying safe working principles.
2. Be aware of and actively undertake the responsibilities assigned to your role within WHS policies and procedures.
How success will be measured:
• Participation and being proactive in safety related programs
• Completion of required safety related training
• Reporting of all near misses, incidents, and accidents
• Undertaking the duties associated with the position within WHS policies and procedures.

7. POSITION REQUIREMENTS

7.1 Knowledge

a) Working knowledge of programmes, policies and activities of the work areas.
b) Proficient in Microsoft Office Suite (Word, Excel, PowerPoint and Outlook) and web technologies;
c) Basic understanding of various legislation relevant to Local Government Administration;
d) Basic working knowledge of spreadsheets and database functions; and
e) Good understanding of Council Administrative functions.

7.2 Skills

a) Professional competence and commitment to the position.
b) Ability to relate to a wide range of people;
c) Ability to manage competing priorities;
d) Able to adopt innovative approaches, new ideas and opportunities;
e) Consistent and effective problem solving and decision making;
f) High level of verbal communication skills including liaison, negotiation, conflict resolution, information sharing with staff, team members and customers;
g) Effective written communication skills related to correspondence and preparation of reports;
h) Effective time management skills to prioritise and organise tasks to meet organisational and team objectives and deadlines;
i) Ability to exercise initiative and sound judgement and, in particular, handle confidential and sensitive matters appropriately;
j) Ability to work as a cooperative team member and able to gain trust, cooperation and assistance of staff and Council to establish effective networks and achieve the directorate's objectives;

7. POSITION REQUIREMENTS Cont'd:

7.2 Skills cont'd:

k) Strong commitment to the provision of high level customer service and contributing to establishing strong community relationships;
l) High level of interpersonal skills and work ethics;
m) Willingness to receive and respond to constructive feedback;
n) Ability to adapt to change and willingness to embrace new strategies and techniques;
o) Willingness to participate in and contribute to effective team dynamics and team initiatives;
p) Ability to be flexible where required.

7.3 Experience & Qualifications

a) Completion of Year 12 or the appropriate equivalent;
b) Driver's license;
c) Training and experience in the use of Microsoft Software Packages;
d) Training will be provided to the officer by way of:
   - Identified Local Government sector training courses in relation to key focus areas
   - On the Job Training and support will be provided by an experienced officer
e) Experience in clerical procedures, file management and all aspects of meeting procedures and administration.

8. ORGANISATIONAL RELATIONSHIP:

1 Supervision is provided by the Manager Corporate Services
2 Directly responsible to the Director Corporate Services & Community.
3 Provides relief to the Governance Administration Officer and Executive Assistant
4 Required to liaise and consult with all levels of staff in relation to the preparation of policies and procedures.
5 The employee will liaise with Council Officers, Residents, Developers, Government Agencies and Elected Members as appropriate.

9. AUTHORITY

The person holding the position is authorised to take any reasonable action to carry out the responsibilities and functions of the position in line with delegations made by the Council and Chief Executive Office.

10. ACCOUNTABILITY

The person holding the position is accountable for fulfilling the Objectives and Key Responsibilities as set out in this job description.

11. DECISION MAKING AUTHORITY

No financial delegation has been provided to this position.

12. PERFORMANCE INDICATORS:

Performance will be measured and assessed against the position responsibilities and objectives set during annual performance appraisals.

I, _____, understand and agree to the requirements set out in this Job Description.

Signature: …….

Date ……