

Position Description

Technical and Administration Support Officer

Position Title:	Technical and Administration Support Officer	Directorate:	Environmental Services
Position Number:	100615	Department:	Property
Employment Status:	Full-Time	Position Type:	Indoor
Employment Type:	Permanent	Location:	Work Centre
Classification Structure:	Grade 3		
Reports to:	Coordinator Property Assets		

PRIMARY PURPOSE:

The primary function of the **Technical and Administration Support Officer** is to support the Property Assets team in the efficient delivery of capital works projects and maintenance of Council assets. The role assists in coordinating building and maintenance activities, liaising with contractors, builders and suppliers, and supporting project documentation, compliance requirements and administrative processes in accordance with Council's capital works program, service level agreements (SLAs) and relevant regulatory standards.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Technical and Administration Support Officer** reports to the **Coordinator Property Assets** for all operational and management matters.
- The role is a key contributor to the Property Team and will liaise with the all other employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, residents, visitors and contractors.

Accountabilities And Responsibilities

Operational / job specific	<ul style="list-style-type: none">▪ Efficient delivery of capital works and maintenance programs.▪ Maintain accurate records, files and databases, including the preparation of reports, collation of statistical information, document production and invoice processing.▪ Coordinate administrative aspects of capital and maintenance works, including scheduling, organising meetings, preparing agendas and minutes, arranging travel, and managing correspondence.▪ Liaise with contractors, builders, suppliers and internal stakeholders to support the timely and compliant delivery of works.▪ Support contractor engagement processes, including maintaining documentation, tracking performance, and ensuring compliance with relevant regulatory, statutory and safety requirements.
-----------------------------------	---

	<ul style="list-style-type: none"> Assist in monitoring maintenance activities and capital projects to ensure works are delivered to required standards, within agreed programs and service level agreements (SLAs). Plan and prioritise work activities to minimise operational disruption and support efficient service delivery. Conduct research, compile information and provide administrative support to Management and staff as required. Identify and contribute to continuous improvement initiatives to enhance processes, systems and service outcomes.
Team Work and Collaboration	<ul style="list-style-type: none"> Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	<ul style="list-style-type: none"> Represent the Council in a professional and positive manner Ensure that a high standard of customer service is maintained to both internal and external customers. Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	<ul style="list-style-type: none"> Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives. Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. This role may require reasonable after-hours activities and overtime when required by business needs.

Governance, Risk and Compliance	<ul style="list-style-type: none"> ▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.
--	---

Key Selection Criteria	
Essential Qualifications	<ul style="list-style-type: none"> ▪ Diploma in Business (Administration) or equivalent, along with experience in a professional office environment
Desirable	<ul style="list-style-type: none"> ▪ Demonstrated experience working in the Building and Construction industry ▪ Proven experience in an Office Administration, Operations Support, or similar role where multitasking was essential. ▪ Proven ability to prioritize conflicting deadlines in a fast-paced environment without compromising accuracy. ▪ Ability to plan and achieve quality outcomes and respond to changing circumstances ▪ Demonstrated experience in managing resources in accordance with work health and safety requirements ▪ Understand and apply procurement processes to ensure effective purchasing and delivery of contracts
Licences	<ul style="list-style-type: none"> ▪ Current registration to work with vulnerable people (RWVP) ▪ Drivers Licence (preferred but not essential)
Skills and Experience	<ul style="list-style-type: none"> ▪ A commitment to delivering high-quality customer service ▪ Strong organisational and time-management skills ▪ The ability to work effectively as part of a small team ▪ Well developed written and verbal communication skills ▪ High-level proficiency in Microsoft Office, electronic recordkeeping and enterprise systems (e.g. Technology One)

Our Values



WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters



WE ARE TRUSTED

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn



TOGETHER WE ARE BETTER

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge



WE DELIVER

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

- We **RESPECT** others and their viewpoints as being as important as our own
- We trust and are **TRUSTED** by each other
- We know that by working **TOGETHER** we achieve better outcomes
- We take personal responsibility, and together we **DELIVER** for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	