



POSITION DESCRIPTION

Position Title	School Crossing Support Officer	Classification	Band 5
Group	Community and Planning Services	Business Unit	Regulatory Services
Direct Reports	School Crossing Supervisors	Date	April 2026
Reports to	Coordinator Compliance Services		

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

POSITION OBJECTIVES:

- To coordinate the activities of School Crossing Supervisors.
- To effectively undertake all administrative functions associated with school crossings and the Regulatory Services department

KEY RESPONSIBILITIES AND DUTIES

Include but not limited to:

- Undertake suitable rostering of Supervisors
- Oversee the training, development, and assessment of School Crossing Supervisors.
- Maintain a list of relief staff for back-filling of positions due to absences.
- Process Payroll – timesheets and leave applications
- Undertake yearly OH&S inspections of staff performance and safety audits
- Monitor and report on the performance of school crossing supervisors.
- Undertake recruitment, Working with Children Checks, training, performance and development reviews, uniforms orders and administration of school crossing supervisors.
- Liaise with local schools to establish a schedule for school talks and contribute to the development

of professional presentation material to be used in educational talks to schools.

- Undertake the word processing of letters, notices, certificates, submissions and other documents in relation to the school crossing functions.
- Provide assistance and support to management and Regulatory Service staff including organising meetings, compiling statistics or other duties as appropriate.
- Assist with other administration duties within the Regulatory Services department when requested.
- Relieve other administration officers when requested.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable to the Compliance Coordinator for performance in each of the key responsibility areas.
- Responsible for monitoring and guiding all school crossing supervisors
- Freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time.
- Responsible for ensuring tasks are undertaken in a timely and efficient manner
- Responsible for ensuring the accuracy and quality of work undertaken.
- This position can undertake routine enquiries, recommend changes to procedures, and prepare routine documents without higher approval.

JUDGEMENT AND DECISION MAKING

- Solve problems using procedures and guidelines, applying knowledge and previous experience.
- The officer is delegated to make decisions independently, without the guidance of supervisors in relation to standard procedural matters, allocation of work and determining when to approach other staff for assistance
- Guidance and advice would usually be available within the time required to make a choice.

SPECIALIST SKILLS, KNOWLEDGE AND EXPERIENCE

- Well-developed staff supervision and coordination skills.
- Well-developed and accurate administrative skills
- Knowledge of corporate values, objective and strategies, and how the position and department contribute to achieving these.
- Proficient in the use of Microsoft Office suite, particularly Word, Excel and Outlook and other IT packages including the GIS and Regulatory Services related software packages.
- Ability to communicate clearly and positively with all stakeholders especially when dealing with complex issues.
- Sound understanding of all the functions of the unit and the services provided.
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INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to support staff appropriately and monitor performance.
- Ability to plan, organise, set priorities and manage time, so that organisational resources are optimised and objectives are achieved ,within a timetable.
- Ability to work unsupervised and use initiative in relation to day to day activities.
- Ability to initiate actions reflective of an office that is dynamic and responsive to maximising

KEY SELECTION CRITERIA

- Ability to supervise staff and provide support and guidance
- Completion of a Certificate in Business (Office Administration) or equivalent experience.
- Well-developed interpersonal skills.
- Ability to effectively plan, organise and manage your own time and workload
- Well-developed organisational and time management skills.
- Ability to embrace the Cardinia Values Framework and keys to success

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure

This is a part time fixed term position.

Pre-employment checks

All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.