



POSITION DESCRIPTION

Position Title	Administration Officer (Asset Protection)	Classification	Band 4
Directorate	Community & Planning Services	Department	Regulatory Services
Direct Reports	Nil	Date	January 2026
Reports to	Team Leader 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 provide administrative support to ensure the effective and efficient operation of Council's Regulatory Services department.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Input data and maintain information systems in relation to the receipt and processing of relevant Asset Protection applications and bond refund requests.
- Undertake the word processing of letters, permits, notices, certificates, submissions and other documents in relation to Regulatory Services matters.
- Use systems to process financial data for refund payments.
- Assist School Crossing Support Officer with answering general enquiries, facilitating relief staff for coverage of school crossings during periods of absence and rostering on an adhoc basis.
- Undertake the photocopying of documents or organise the reproduction of documents.
- Provide assistance and support to management and staff including organising meetings, sending facsimiles, compiling statistics or other duties as appropriate.
- Provide information and advice in response to telephone and counter enquiries.

- Ensure that an adequate supply of public documents, forms and information is maintained and available.
- Undertake the retrieval and return of files from the records management section for the Regulatory Services Department.
- Ensure that reports and correspondence allocated are prepared within required quality standards and timeframes.
- Create and allocate actions to appropriate electronic mail/document trays.
- Assist in the processing of relevant registrations, approvals and permits.
- Assist in the maintenance of Council's website in relation to Regulatory Services information.

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

- Ability to exercise discretion in the application of established procedures.
- Freedom to act is limited by the standards and procedures that are in place.
- Be accountable for own decisions and actions.
- Administer and support activities that align with Cardinia objectives.
- Demonstrate personal and professional integrity at all times consistent with Cardinia's values.
- Work within specific guidelines and seek supervision for more complex technical enquiries.
- Ensure quality, accuracy and timeliness of maintaining property ownership records, issuing Land Information Certificates and Pensioner Rates Concession applications and other rating functions.

JUDGMENT AND DECISION MAKING

- Guidance and advice is always available when required and in time to make a decision.
- The objectives of the work are clearly defined with procedures understood and the duties are carried out under general supervision.
- Independent decisions should be made in regard to work priorities and action to be taken. Initiative and creativity is expected.
- The role requires the incumbent to maintain a high degree of confidentiality.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of rating processes, practices and policies.
- An ability to enter refunds using the relevant financial software (Tech One).

- Administer and support activities that assist in delivering innovative initiatives that contribute to Cardinia's objectives.
- Ability to solve problems and requests using established policies and procedures.
- Position requires proficiency in the application of administrative procedures and practices.
- Intermediate skills in Microsoft Office products. Some previous experience in SharePoint, TechOne Financials, Open Office, CRM and Property.gov rating systems would be advantageous.

INTERPERSONAL SKILLS

- Ability to prepare routine correspondence and reports when required.
- Strong verbal communication skills.
- Ability to gain cooperation from employees, other organizations, and members of the public.
- Ability to solve basic problems using initiative. A mature and flexible approach.

MANAGEMENT SKILLS

- Strong time management skills with the ability to plan their own work so that objectives are achieved within a timetable.
- Ability to achieve successful outcomes for others in the most effective and efficient manner within the standards, guidelines, and resources available.
- Support activities that encourage a collaborative, innovative and values-based culture.

QUALIFICATIONS AND EXPERIENCE

- Completion of Year 12.
- Completion of a Certificate in Business (Office Administration) is desirable.
- Experience in the use of computers including skills in the use of the Microsoft Office Suite of Products.
- Experience in general office administration.
- A current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Completion of a Certificate in Business (Office Administration) or equivalent experience.
- Experience in the use of computers including skills in the use of the Microsoft Office Suite of Products.
- Demonstrated understanding of the planning, building and/ or compliance matters would be desirable.
- Well-developed interpersonal skills.
- Ability to effectively plan, organise and manage your own time and workload including achieving specific outcomes within set timeframes.
- Ability to research information including property details.
- 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 full time/part time maximum 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.