



CITY OF ALBANY POSITION DESCRIPTION ADMINISTRATION OFFICER – OFFICE OF THE CEO

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance. We will commit to a culture of continuous improvement.
- **Accountable:** for our actions - This means we will be transparent in our decision making. We will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Administration Officer – Office of the CEO	<pre>graph TD; CEO[Chief Executive Officer] --> EAC[Executive Assistant to CEO]; EAC --> AO[Administration Officer – Office of the CEO]</pre>
LEVEL: Level 3/4, City of Albany Industrial Agreement 2023	
DIRECTORATE: Office of the CEO	
REPORTS TO: Executive Assistant to CEO RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

This position is responsible for working in a support role within the City of Albany to:

- Provide personal assistance and confidential, administrative and secretarial support to the Office of the CEO.
- Provide a professional and courteous service to other Officers, Councillors and the public.

4. KEY RESPONSIBILITIES

Confidential Secretarial/Administrative

- Provide high quality administrative support to the Executive Assistant to the Chief Executive Officer and the Personal Assistant to the Mayor and Councillors.
- Coordination of incoming and outgoing correspondence and general information flow.
- Answer calls and liaise with stakeholders on behalf of the CEO.
- Create and distribute EMT Operational Meeting Agenda & Minutes.
- Create and distribute EMT Strategic Planning Day Meeting Agenda & Minutes.
- Compile, monitor and distribute Councillor Weekly.
- Register Executed & Common Seal Documents.
- Support and assist with managing and reviewing filing, office systems and information management relating to the CEO & EMT including records management of CEO emails and incoming mail.

Functions/Meetings

- Assist with Civic Functions when required including Citizenship Ceremonies.
- Organise catering for meetings and functions as required.

General

- Manage meeting room bookings and report and oversee maintenance issues for the Civic Room, Margaret Coates Boardroom & Council Chambers.
- Ensure the Civic Room kitchen is kept to a high standard, including stocking the fridge.
- Maintain stocking levels in the store cupboard and keep tidy.
- When required, coordinate travel and accommodation on behalf of the CEO.
- Additional projects or tasks as directed by the Executive Assistant to the CEO or Executive Management Team including the CEO and the Mayor.
- Other duties as required.

Customer Service

- Assist with the development and maintenance of co-operative relationships with internal and external stakeholders including staff, Councillors and community groups.
- Assist with maintaining strategic partnerships that will have measurable benefits to the City of Albany and the community.
- Foster, advocate and implement the City of Albany's customer service focus and practices.
- Provide a high level of customer service to internal and external stakeholders at all times.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Skills

- Demonstrates excellent interpersonal skills and builds productive relationships with people at all levels within and outside the team.
- Excellent organisation, time management and problem solving skills with the ability to prioritise competing activities under pressure and to deadlines.
- Demonstrated ability to maintain an exceptional level of confidentiality at all times.
- Highly-developed communication skills, both written and verbal.
- Well-developed public relations skills.
- Advanced computer skills with a well-developed knowledge of the Microsoft Office suite (especially Word, Excel and Outlook).
- Ability to liaise and communicate at all levels with a commitment to the delivery of high quality customer service.
- Well-developed teamwork skills.
- Ability to participate in, embrace, promote and implement quality improvement and best practice activities.
- Excellent customer service skills and commitment to the delivery of exceptional customer service.
- High level of accuracy and attention to detail.
- Ability and a willingness to participate in, embrace, promote and implement quality improvement and best practice activities.

Knowledge

- Knowledge of the compilation of agendas, bulletins and minutes for Committees and Council meetings in a local government environment (desirable).
- Working knowledge of local government's organisational structure, services and functions (desirable).
- Knowledge of local government procedures, policies and activities (desirable).

Experience and Qualifications

- Considerable experience providing administrative support as an Administration Officer or Personal Assistant.
- Experience in researching general information and preparing responses on behalf of others.
- Certificate III or IV in Business Administration, a related discipline or equivalent experience (2-3 years).
- Experience in organising events or functions (desirable).
- 'C' Class Driver's Licence.
- National Police Clearance.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____