

Position Title	Senior Administration Officer
Directorate	City Futures
Department/Business Unit	Community Amenity & Compliance
Team	Community Amenity Administration
Classification	Band 5
Date	November 2025
Reports to:	Team Leader Administration
Supervises:	Nil
Internal Liaison:	Community Amenity Staff City Futures Staff Customer Service Officers Other business units of Council
External Liaison:	Community Members, Residents, Business Owners, Customers Victoria Police, other Government Organisations / Departments, Department of Transport, Council Contractors, Other Councils.

Position Objectives

Your primary purpose in this position is to:

- To Provide daily support to the Team Leader of Administration in delivering services and support to the various teams within the Community Amenity Department, to ensure activities, systems and procedures operated in the most effective and efficient manner.
- Assisting in ensuring business information and requirements are coordinated, up-to-date, readily accessible and concluded on time.
- To be a lead in providing a level of customer service that meets community expectations and enhances the Council's image.
- To manage and maintain the computerised database within Community Amenity, to ensure accuracy of information and timely reporting.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Diploma in Business Administration/Management with little or no relevant work experience or lesser formal qualifications with significant relevant work experience (equivalent to that required from the qualification).
- Well-developed skills to resolve complex problems or address minor issues with team members, customers, other departments and authorities (within delegated authority) and in the context of a culturally and linguistically diverse (CALD) community.
- Demonstrated well-developed organisational skills, including managing, prioritising, planning and organising, one's own workload and that of others, as well as the ability to maintain efficient and effective team performance, office systems, including reviewing and improving regulatory administration procedures and processes.
- Demonstrated capacity providing high quality administrative support using the Microsoft Office suite of products including Outlook and Excel along with proficiency in use of various corporate software programs, or ability to quickly acquire working knowledge of such systems.
- Demonstrated high level of customer service skills in order to communicate effectively, efficiently and respectfully with a diverse range of internal and external customers, providing excellent customer service.

- Demonstrated proficient written communication skills, including ability to prepare timely and accurate correspondence and provide assistance to management with creation and distribution of reports (eg. Statistical, monthly).

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children's Check
- satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Administrative Support	<ul style="list-style-type: none"> • Assist the Team Leader and Manager with the purchasing of minor items and provide recommendations on budget provision and improvements to procurement practices. • Ensure that the team is providing accurate and prompt administrative support to Community Amenity Officers. • As required, prepare and submit reports for Executive, Council and State Government, regarding departmental responsibilities. Participate and provide input into development of improvements in reporting processes. • Assist the manager and Team Leader as required with collection/collation of statistical information and creation of statistical reports. • Make appointments and prepare correspondence for the Manager and or Team Leader. • Prepare and distribute agendas and minutes of meetings as required.
Program Support	<ul style="list-style-type: none"> • Develop, implement, maintain and review office administration systems and procedures, which will increase efficiency and add value to customer service. • Ensure all information and registers are regularly updated and maintained in relation to the storage and release of seized/impounded goods, signs or other miscellaneous items. • Supervise the processing of complex permit and registration applications and issue permits where appropriate. • Ensure that there is prompt distribution of all inward correspondence and information to appropriate officers for action.
Database Management	<ul style="list-style-type: none"> • Maintain and review office administration records, registers and data bases to ensure all information is accurately recorded and maintained in a manner that allows prompt and easy access. • Monitor income receipting by other Council units to ensure correct account allocations, liaising with other units where necessary to take corrective action. • Coordinate the preparation and submission of monthly, quarterly and annual reports for the Department.
Customer Service	<ul style="list-style-type: none"> • Supervise receipt and allocation of customer service requests to officers. • Ensure that customer telephone enquiries and complaints related to the department's functions, which Customer Service staff are not able to answer, are responded to and actioned to ensure the resolution of the matter raised, within established time frames. • Supervise the processing of all requests for review resulting from infringement notices and ensure that responses address all important matters raised by appellant in a logical and compassionate manner within the framework of Council's Prosecution Policy and Code of Practice.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none">• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required.
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none">• Take reasonable care of their own health and safety.• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.• Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.• Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.• Participate in health and safety training programs and initiatives.
Child Safety	<ul style="list-style-type: none">• Understand obligations and act in an appropriate manner with and around children.• Promote positive work practices with children.• Establish boundaries around acceptable and unacceptable behaviour in relation to children.• Adhere to reporting obligations where there is suspected or discovered child abuse.
Climate Change & Sustainability	<ul style="list-style-type: none">• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none">• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times.• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.• Perform other duties as directed within the limits of acquired skills, knowledge, and training.• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.• At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none">• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none">○ zero tolerance of racism and expectations that staff will act on incidents of racism○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	<ul style="list-style-type: none"> Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.
------------------------	--

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- Not required.
- This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position					
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual’s personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements

- This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- This position requires a vision test
- This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>moving the feet</i>					
Fine manipulation/pinch grip – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – <i>Performing manual handling actions at or near ground level</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Assisting the Team Leader to organise and prioritise the team's work, to effectively support Community Amenity staff in undertaking unit functions within planned guidelines and ensure the maintenance of accurate, up-to date department databases and records, processing and producing all correspondence within agreed timeframes to meet the service needs of the department.
- Assisting and supporting the Team Leader and department staff and where appropriate other external agencies in all relevant administrative processes for the efficient and effective delivery of Community Amenity responsibilities. This may also include working with other Community Amenity employees share workload and broaden skills.
- Where the position is responsible for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- Where the position is responsible to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines.
- The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by the Prosecutions Coordinator and/or Manager Community Amenity & Compliance.

- When providing direct support and assistance to Team Leader Administration and/or Manager Community Amenity & Compliance, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.
- Initiating and assisting in review and improvement of the Community Amenity policies, procedures and operating systems administrative processes to ensure the most up to date and efficient service is provided.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work of the Community Amenity administration team are usually well defined.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience. This includes the ability to assess risks within the administration team's functional responsibilities and take appropriate and timely actions, in consultation with the Team Leader and as required, other departments and senior staff within the organisation.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Recommends and Identifies:

To Team Leader Administration or Manager Community Amenity

- Identifies and makes recommendations about current Community Amenity administration process improvements where necessary.
- Assist with the design and development of new administrative procedures aimed at improving the effectiveness of the delivery of department services.

Guidance:

- Guidance and advice are usually available from the Manager Community Amenity and/or Team Leader Administration within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Capacity to work effectively across the multidisciplinary Community Amenity department, including where responsibilities are related to other Community Strengthening departments in order to provide good internal customer service / administrative support to a community of great cultural diversity.
- A sound understanding of the relevant technology, procedures and processes and function of the role within Community Amenity including relevant policies, regulations and precedents.
- A high level of proficiency in the interpretation and application of standardised procedures, practices, relevant Acts and Regulations as well as understanding of relevant precedents and previous decisions relevant to the Administration team's function. In addition the role also requires an understanding of the underlying principles involved as distinct from the practices.
- Ability to organise pro-active and reactive workload demands of the administration team, to maintain accuracy of work and provide an appropriate balance of resource allocation in an environment of high workload and tight deadlines.
- Ability to supervise the provision of information from databases in relation to reporting and service management functions of the Community Amenity department.
- Ability to compile and submit daily, weekly, monthly, quarterly and annual reports to Manager/Team Leader, regarding functions undertaken by unit.

Management & Interpersonal skills

The essential position requirements include:

- Manage time, set priorities, plan and organise work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- In supervision of the administration team this position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational

health and safety and employees training and development.

- Well-developed interpersonal skills in communicating with other Council officers, industry professionals, community members and councillors to receive/allocate service requests and provide feedback on outcomes.
- Communicating with other agencies including police, govt. departments, industry professionals and other councils, as required, in relation to routine compliance activity.
- The incumbent is required to gain the cooperation and assistance of clients, members of the public, team members, other staff in the department, and other employees in the efficient delivery of administration support of the department's activities and in the supervision and training of other employees where appropriate.
- Demonstrated well developed written and verbal communication skills to prepare external correspondence and write reports in the field of expertise.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix

Core Capability Framework – Team Member



Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

