

Position Description

Position Title	Team Leader Administration Support
Directorate	City Futures
Department/Business Unit	City Works
Team	City Works Executive
Classification	Band 6
Date	June 2026
Reports to:	Manager City Works
Supervises:	Administration Support Officers
Internal Liaison:	Staff, Director, Managers and Councillors
External Liaison:	Commonwealth and State Government Departments, Community Agencies, Other Local Government Authorities, Contractors, Public, Consultants

Position Objectives

Your primary purpose in this position is to:

- To provide effective leadership of the administrative support function for the City Works Department in delivering high quality, efficient and effective support to the Civil Maintenance, Building Maintenance, Fleet Services, Waste Services and Cleansing business units. This incorporates supervision of administration staff and support to the Coordinators, Team Leaders, Departmental Staff and directly to the Manager.

Key Selection Criteria

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

- Degree or Diploma course with some relevant experience, or through lesser formal qualifications and substantial relevant experience, or through substantial relevant experience in the field of expertise. Experience may include the below:
- A depth and breadth of expertise in business support and office management functions in a large organisation
- Proven record of experience and skills in leading a team to achieve business objectives
- Highly effective interpersonal skills, incorporating verbal and written communication, listening, liaison, presentation, negotiation and facilitation
- An extensive knowledge of business systems and records management, incorporating advanced PC literacy
- Flexibility and adaptability to effectively manage resources in an environment of tight timeframes, changing deadlines and shifting priorities
- Excellent customer service focus supported by a 'can-do' approach which incorporates professionalism, ethical standards and integrity

As part of the 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 (Employee Check)
- ☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Leadership	• Provide effective leadership to administration support staff, with particular focus on: ○ meeting business objectives in a challenging environment ○ be a support agent when required ○ provide feedback on role and task clarification ○ conduct regular team meetings ○ facilitate opportunities to strengthen teamwork and practice integrated service delivery ○ develop programs for continuous improvement ○ activate quality controls by ensuring all work is completed accurately, on time and in accordance with corporate standards ○ mentor, coach and develop team members to achieve team cohesion and outcomes • Promote a positive image of the Unit by demonstrating professionalism, ethical work standards and a high level of integrity. • Ensure Council policies and procedures are followed with integrity and compliance and continuous improvement principles are applied • Provide clear direction and open communication to facilitate values of openness and trust • Manage workload and resource allocation for administrative support officers • Manage all leave (RDO, Annual, Sick, LSL and Other) to ensure appropriate business coverage • Identify and arrange training and development requirements for administrative support staff, incorporating sourcing viable solutions and record maintenance • Manage the work performance of team members and ensure performance management planning and assessment, with input from relevant Business Unit Leader
Business Support	• Provide a central point of reference and resolution for escalation of administration enquiries from staff within and external to the City Works Department, including councils Customer Service Department • Workforce planning to ensure appropriate staffing levels • Oversee the ordering, maintenance and expenditures for departmental office supplies • Support Departmental Recruitment and Selection processes, incorporating preparation and placement of advertisements and staff notices for vacancies, application acknowledgments, shortlisting, notification, interviews, participation on panels and managing documentation • Evaluate, identify and recommend business improvements for office procedures and systems • Assist the Manager City Works with the preparation of month-end reports, by collating report information of individual Business Units into consolidated department reports • Ensure effective business support to the Manager, incorporating review of incoming correspondence, telephone calls, enquiries and then (where

	appropriate) take action, including preparation of correspondence or resourcing to other staff for further action • Lead and/or participate in departmental improvement project teams, as identified in the departmental Annual Business Plan • Oversee the provision of petty cash and money handling requirements for the department • Assist the Manager with development, preparation and monitoring of business plan and budgets
Customer Service	• Ensure all administrative support staff promote a positive image of the Council to members of the public, stakeholders and industry, by demonstrating professional standards of personal presentation and responding to residents, staff and supplier queries in a courteous and efficient manner • Monitor (with customer service), satisfaction levels, including complaints, (recording, reporting and follow-up), and customer surveys, which are then fed back to Business Unit Leaders. • Other duties as required by the Manager
Strategic Development and Implementation	• Develop and deliver strategies to align staff with organizational values and realignment programs • Liaise with Business Units to identify Training requirements to action training in organizational values and realignment programs • Consult with the Manager on strategies for change and implement and work with staff to adapt to change.

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	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • 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. People managers have additional responsibilities to: • Develop, implement, promote and review Council's OHS management system within their area of responsibility. • Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. • Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. • Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	• Demonstrate and promote a strong commitment to child safety, equity and inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards and foster this commitment across their team. • Ensure compliance with the Child Safety and Wellbeing Policy, Child Safe Code of Conduct, and all child safe policies and procedures, and support staff to understand and meet these requirements. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations, and support staff to understand and meet these requirements.
Climate Change & Sustainability	• 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	• 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	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: ○ 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	• Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures

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 on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (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 <10%	Occasional 11 – 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		☐	☐	☐	☒
Team based work – works in a team of people and not exposed to isolation		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☒	☐
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☐	☒	☐
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☒	☐
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☒	☐
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☒	☐
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☒	☐
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☒	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Emotional resilience – <i>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</i>		☒	☐	☒	☐
Interruptions – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		☐	☐	☒	☐

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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☐	☒	☐	☐
Kneeling – To lower the body		☒	☐	☐	☐
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		☐	☒	☐	☐
Reaching – Extending arms out in any direction		☐	☐	☐	☒
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☒	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
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>		☐	☐	☐	☒
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>		☐	☐	☐	☒
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – <i>Performing manual handling actions at or near ground level</i>		☒	☐	☐	☐
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>		☒	☐	☐	☐
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>		☒	☐	☐	☐
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☒	☐	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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:

- May manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.
- Where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions

taken in this Band on individual clients may be significant but it is usually subject to appeal or review by more senior employees

- Where primarily involved in policy development, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- May have a formal input into policy development within their area of expertise and/or management.
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Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent.
- The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Require an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

Management & Interpersonal skills

The essential position requirements include:

- Require skills in managing time, setting priorities, planning and organising one's own work and where appropriate 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.
- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

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			

Core Capability Framework – People Leaders

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.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

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.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

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.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

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

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

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

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

Service focus

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

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear

	• Responds appropriately to client/customer requests and/or complaints
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 her/his 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	• Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing • Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives • Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

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.

