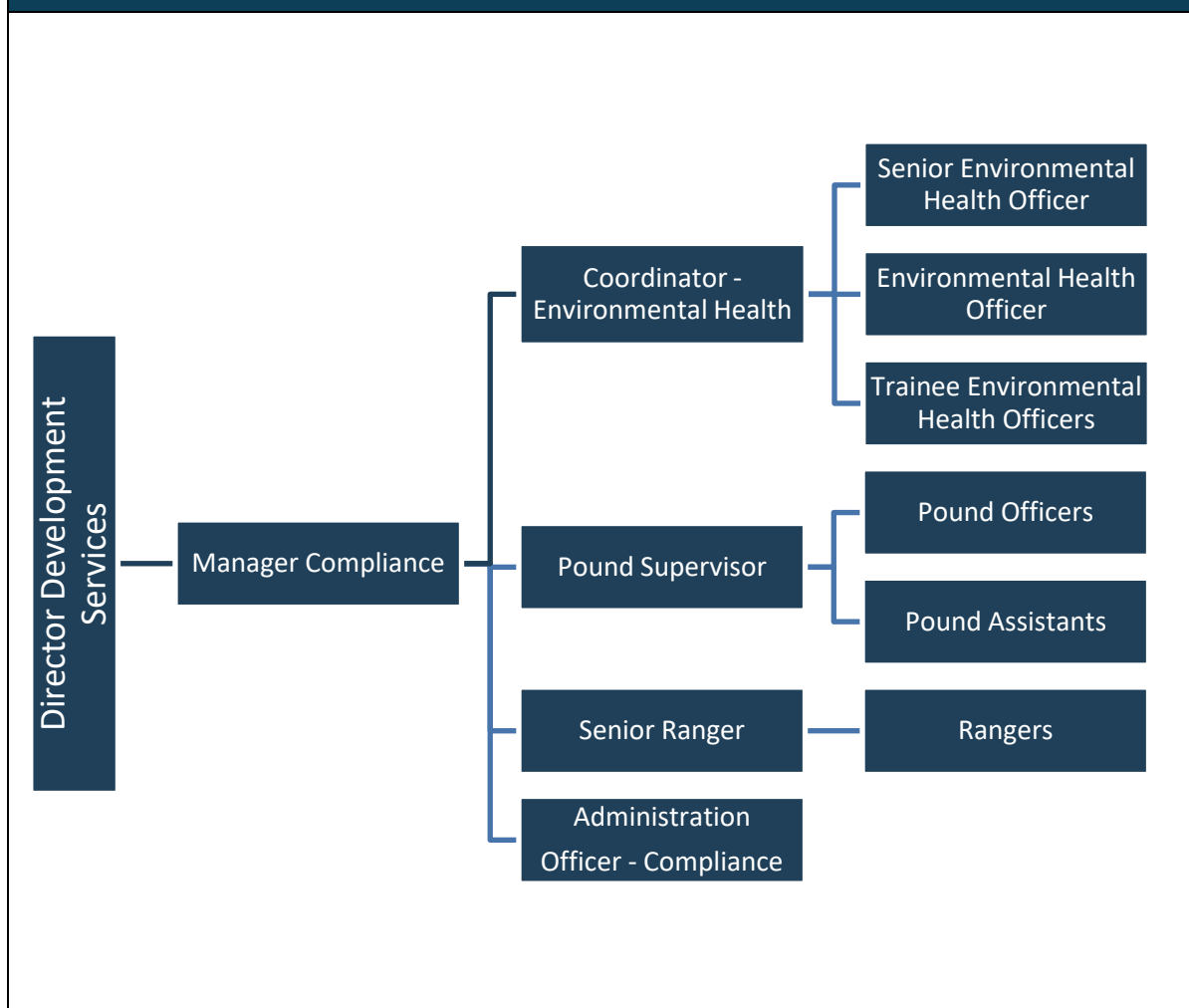


Position Title:	Administration Officer (Compliance)
Position Number:	3089
Division:	Development Services
Section:	Compliance
Grade:	5
Delegations:	As allocated in the Delegations Register
Position FTE Hours:	35

Primary Purpose

To carry out a range of administrative activities to support the Manager Compliance and the Compliance Team.

Sectional Structure



Selection Criteria

Qualifications/Licences

- Certificate III in Business Administration or equivalent
- Current class C Drivers Licence
- Criminal History Check

Skills and Experience

- Demonstrated ability to model Council's key values and desired behaviours
- High level communication skills both verbal and written including the capacity to interact with the public while maintaining effective customer service
- Advanced computer literacy skills in the use of a variety of computer software packages, including the Council systems of Content Manager and Authority
- An understanding of Local Government in NSW or capacity to rapidly acquire this knowledge
- Experience in a similar role
- Excellent organisational and planning skills, including the capacity to work to deadlines and set priorities
- Demonstrated ability to work and contribute as part of a team

Key Accountabilities/Duties

- Provide a high level of administration support to the Manager Compliance and broader Compliance team.
- Coordinate the receipt and determination of applications for temporary food permits.
- Compile and format documents including certificates, notices, warning letters, orders, procedures, and general correspondence.
- Administer the NSW Companion Animals Register.
- Maintain and update the Pound register.
- Assist with the Pound's rehoming process, when required.
- Support the Manager Compliance in the administration of the Companion Animals Community Committee.
- Apply fees and charges, cash management, and receipting.
- Provide prompt, courteous and professional service to customers both face-to-face and over the telephone.
- Manage office equipment and stationery orders.
- General records management.
- Ensure discretion with confidential matters.
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time.

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	Manage Self - Foundational "Does it" <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i> <ul style="list-style-type: none"> • Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
	Ownership - Demonstrates "Achieves it" <i>Take responsibility and ownership of work and delivering to quality standards.</i> <ul style="list-style-type: none"> • Undertakes work with care and concern for results achieved • Demonstrates ownership through language and behaviour • Speaks up when errors made • Able to get work completed to the required standard
Relationships	Customer Focus - Demonstrates "Achieves it" <i>Commit to delivering customer focused services in line with strategic objectives.</i> <ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results	Plan and Prioritise - Foundational "Does it" <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i> <ul style="list-style-type: none"> • Understands team objectives and own contribution • Plans and organises own work tasks • Asks when unsure about the relative priority of allocated tasks • Manages time appropriately and re-prioritises as required • Identifies and informs supervisor of issues that may impact on completion of tasks
Technical	Finance, Procurement and Contracts - Foundational "Does it" <i>Understand and apply procurement and financial processes to ensure effective purchasing and contract performance in line with legislation and policy.</i> <ul style="list-style-type: none"> • Calculates and records financial information accurately • Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines • Checks quotes and invoices for accuracy • Checks that invoiced fees and charges match goods or services delivered and/or charged
	Information and Technology - Demonstrates "Achieves it" <i>Use technology and information to maximise efficiency and effectiveness.</i> <ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct.

Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

Complying with Council's WHS policies and procedures

- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.

- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties and responsibilities of the position as outlined in the above Position Description

Name of Employee	
Signature of Employee	
Date	