



Position Description and Performance Agreement

Administrative Support Coordinator

Position No:	SS022CS
Position Classification:	Grade 13
Status:	Full time
Position Revised on:	January 2018
Position Written by:	Manager Corporate Services and Governance
Division:	Support Services
Branch:	Corporate Services and Governance
Reports to:	Manager Corporate Services and Governance
Incumbent:	
Start Date:	
Special Conditions:	Attend after hours Council meetings

1 POSITION CRITERIA

1.1 Essential academic qualifications:

- Associate Diploma/Diploma Business Studies or equivalent work experience.

1.2 Desirable academic qualifications:

- Higher School Certificate

1.3 Desirable Licences and/or Certificates:

- Class C Drivers Licence
- Certificate in Assessment and Workplace Training

1.4 Other Requirements/Experience:

- Knowledge and understanding of current word processing packages and systems including Microsoft Office suite, ECM, Ci Anywhere and Minutes Manager
- Experience with Desktop Publishing software programs such as Adobe InDesign and awareness of new technology
- Typing speed of at least 80wpm and a high level of attention to detail
- Experience in compilation of meeting agendas and recording of minutes in an electronic format
- Experience in public policy development and implementation
- Experience in supervising, leading and motivating a small team
- Experience in defining training needs, delivering training and supporting key system users, including councillors, council staff and team members
- Strong communication and decision making skills
- Excellent organisational and time management skills and commitment to meeting deadlines
- Shorthand skills and experience (desirable)



1.5 Personal Attributes:

- Self-motivation and initiative
- Ability and confidence to communicate with all levels of staff
- Ability to be flexible/adaptable to the needs of the position
- Ability to operate systems, type quickly and accurately, and work under pressure to meet strict deadlines
- Ability to make decisions and prioritise work
- Respect the confidential nature of certain documents
- Ability to work as part of a team

2 OBJECTIVES OF POSITION

- 2.1 To coordinate the administrative support team
- 2.2 To provide 'best practice' typing, document processing and desktop publishing system for the organisation and to provide training and support to users throughout the organisation
- 2.3 To provide corporate support service for Minutes Manager users
- 2.4 To produce high quality documents that promotes the image of Council as being professional and efficient

3 KEY ACCOUNTABILITIES

- 3.1 Responsible for providing an efficient and effective typing, document processing and presentation system
- 3.2 Ensuring the timely compilation of Council Meeting Agendas, Business Papers and meeting minutes
- 3.3 Coordination of staff and resources within the Administrative Support Section including scheduling of priorities, allocating work, maintaining skills sets and monitoring work flow
- 3.4 Ensuring the accurate recording and the timely compilation of Council Meetings and associated minutes as required
- 3.5 Identifying and overseeing the training and delivery in word processing induction, Grants, Business Papers and Corporate Writing to other staff across the organisation
- 3.6 Maintaining an appropriate level of recognition/profile for the Section

4 SCHEDULE OF DUTIES

- 4.1 Preparation of and attendance at regular out of hours Council Meetings (currently Tuesday nights)
- 4.2 Assist with the arrangements for Council Meetings and Council Briefing Sessions
- 4.3 Compilation and checking of business papers for Council Meetings, Committees, Working Parties and internal working groups meeting minutes.
- 4.4 Formatting, editing, compiling and checking Business Paper items
- 4.5 Preparation of minutes and reports of Council and Committee meetings
- 4.6 Recording of minutes of Council Meetings, including finalising and uploading to Council's website
- 4.7 Producing correspondence, registering Council policies and actioning items emanating from Council meetings
- 4.8 Liaise with Councillors in relation to Council Meetings and expenses claims
- 4.9 Liaise with the Executive Team and Management Team in relation to Council meetings and organisation wide projects as necessary
- 4.10 Maintain Council's Policy Register following up with relevant managers to ensure that policies are regularly reviewed and are current
- 4.11 Supervising, directing and motivating staff within the Administrative Support section
- 4.12 Coordination of Council's Administrative Support system including identifying user needs and implementation of templates and word processes
- 4.13 Overseeing word processing requirements throughout Council, including training staff in word processing, business paper systems, grants, corporate writing and graphics
- 4.14 Coordination of internal user group meetings and representing Council on external user groups



- 4.15 Liaise with and prepare leave/relief rosters for Personal Assistants and Administrative Support staff
- 4.16 Where necessary compile business papers, record minutes and attend Council Committee meetings in the absence of Committee Secretaries
- 4.17 Development and implementation of uniform standards for word processing, spreadsheets and graphics for use throughout the organisation
- 4.18 Provide administrative support in the production of corporate publications such as the Strategic Plan, Operational/Delivery Plan, Annual Report etc, and other Council brochures and forms
- 4.19 Other duties as required

5 OUTPUT MEASURES

- 5.1 General work to be processed and dispatched as soon as practically possible
- 5.2 The timely and accurate processing of the Business Paper, meeting minutes and general correspondence in accordance with set timetables and services standards
- 5.3 Corporate perception of quality of service including timeliness and accuracy
- 5.4 Enhanced recognition of service throughout the Organisation
- 5.5 The accurate recording of minutes of Council and Committee Meetings as required
- 5.6 Visual improvement of service provided and level of competence with the word processing system
- 5.7 Level of satisfaction with the quality of training programs
- 5.8 Satisfaction with the users being comfortable with the word processing system
- 5.9 Processing and despatching of documents within an acceptable time frame
- 5.10 The results of Administrative Support staff appraisals

6 W H & S RESPONSIBILITIES

- 6.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. As a Self Insurer, Hawkesbury City Council has in place a comprehensive Work Health Safety and Injury Management (WHS&IM) System. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.

As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. RAAs are supported by Council's WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved. These RAAs are non-negotiable in terms of compliance.

7 ETHICAL CONDUCT

- 7.1 Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

8 EQUAL EMPLOYMENT OPPORTUNITY

- 8.1 Comply with the requirements of the Anti-Discrimination Legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.

9 CORPORATE AND STATUTORY OBLIGATIONS

- 9.1 Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

To commit to and embrace the objectives of the Hawkesbury Community Strategic Plan - Shaping Our Future, and to be accountable for participating as appropriate in the allocated Operational Plans designed to deliver on the identified objectives as directed.



10 PERFORMANCE AGREEMENT

10.1 I acknowledge that my performance will be assessed at least annually, based on the performance measures contained within this document and Council's Delivery Program and Operational Plan.

I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability.

This Position Description will be reviewed annually in line with Council's adopted Delivery Program and Operational Plan. Key result areas and performance measures may change depending on the priorities identified in the Delivery Program and Operational Plan.

Employee

Date

I acknowledge that my role is to ensure that every opportunity is made available to the employee to meet the requirements of this Performance Agreement, including training, team support and regular performance appraisals.

Manager

Date

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