

POSITION DESCRIPTION

COMMUNITY ADMINISTRATION OFFICER #606

DIRECTORATE:	CITY STRATEGY, COMMUNITY AND CULTURE	DEPARTMENT:	COMMUNITY DEVELOPMENT
CLASSIFICATION:	SAMSOA LEVEL 4	REPORTS TO:	MANAGER COMMUNITY RELATIONS AND PROGRAMS

POSITION PURPOSE:

The Community Administration Officer provides high-quality administrative, customer service and operational support across the Community Relations and Programs Department. Working across Events, Activations, and Commonwealth Home Support Program (CHSP) services, this position assists in the delivery of community programs, events, projects and community initiatives through efficient administration, records management, financial processing, stakeholder communication and operational support.

The role is responsible for monitoring enquiries, maintaining databases, coordinating documentation and supporting seasonal event delivery, ensuring community administration is delivered efficiently, professionally and in line with Council objectives.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES:

- Provide administrative support across Community Programs and CHSP Services; including program bookings, client admin, documentation, data entry, correspondence and other tasks as required.
- Support the planning and delivery of Council events, activations and programs through event administration, stakeholder communications, notifications, registrations and on-the-day operational assistance, including set-up and pack-down.
- Monitor and respond to enquiries that are received through the team's inbox and provide high-quality customer service to community members, participants, suppliers and stakeholders.
- Prepare, file and distribute correspondence, records, resident notifications, agendas, meeting notes and other documentation as required.
- Process invoices, requisitions and customer request management (CRM) transactions.
- Assist in registering new suppliers and maintaining current contractor and Work Health and Safety documentation.
- Update and maintain databases (e.g. events supplier and stallholder databases) and assist with creating and collating survey data for programs and events.
- Maintain and update community noticeboards, poster distribution schedules and related promotional activities.
- Assist in monitoring updates to Council website content including venue webpages and program information.
- Provide administrative back-up for community event applications venue bookings and related systems, including SpacetoCo

RECORDS MANAGEMENT

- All employees are responsible for managing records and information in accordance with the State Records Act 1997, Council policies, and approved procedures.
- Creating and capturing records that document business activities and decisions.
- Maintaining records in systems to ensure accessibility, integrity, and security.
- Ensuring records are disposed of appropriately and lawfully when no longer required.
- Complying with information governance frameworks and contributing to continuous improvement in records management practices.

WORK HEALTH & SAFETY

- Perform duties in line with WHS legislation, City of Prospect policies, procedures, and codes of practice.
- Participate in WHS training and support safety audits and workplace inspections.
- Monitor and report WHS risks within your area of responsibility.
- Take reasonable care for your own health and safety and that of others in the workplace.
- Use safety equipment correctly and comply with reasonable safety instructions.
- Report incidents, near misses, and hazards to your Leading Hand/Team Leader/Manager promptly.
- Do not attend work or perform duties while under the influence of drugs or alcohol.
- Wear appropriate PPE and maintain a tidy work area.
- Participate in WHS initiatives, including the election of WHS representatives and return-to-work processes where applicable.

ESSENTIAL CRITERIA

- A tertiary qualification in a relevant discipline such as Community Development, Business Administration or similar.
- Advanced communication skills, both written and verbal.
- Demonstrated experience in an administrative support role.
- Demonstrated experience in working harmoniously, autonomously, and as a member of a team.
- Demonstrated working knowledge of computer software packages for word processing, databases, spread sheets, and email or the ability to rapidly acquire such skills.
- Demonstrated commitment to delivering timely, responsive, and high-quality customer service to community members.
- Sound organisational skills, including the ability to prioritise workloads, and operate flexibly and as part of a team.
- Ability to liaise with internal and external customers in a prompt, courteous and effective manner, ensuring a high level of customer service is provided.

DESIRABLE CRITERIA

- Demonstrated knowledge of relevant legislation application to Local Government and work area.
- Experience working in a Local Government environment
- SA Screening Checks; Working with Children and Aged Care Screening Check.

ACKNOWLEDGEMENT AND AGREEMENT

I have read and understood the requirements and expectations of this position description.

I confirm that I have the ability to fulfil the inherent requirements of the position.

I accept my role in fulfilling the Corporate Values and Key Responsibilities.

I accept that City of Prospect may amend responsibilities of the role to meet business and operational requirements as positions develop over time.

I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

**** Electronic Offer **** By accepting a Letter of Offer and/or an Employment Agreement electronically, I am accepting the Position Description referenced in the offer.

DIRECTOR CITY STRATEGY COMMUNITY AND CULTURE

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COMMUNITY ADMINISTRATION OFFICER #606

Signature

Date

EMPLOYEE

Signature

Date