

POSITION DESCRIPTION

ADMINISTRATION SUPPORT OFFICER

POSITION DETAILS

Date of Position Description	Oct 2021
Position Title	Administration Support Officer
Position Grade	6
Directorate Business Unit	City Engagement & Experience Events & Festivals
Reports to	Events & Festivals Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The Administration Support Officer is responsible for providing a full range of administrative support services within the Events & Festivals Team. The Administration Support Officer contributes to diverse, and at times, sensitive programs and projects that support the team in providing a professional, timely and customer focused service.

KEY RESPONSIBILITIES

Role Specific

- Act as the first point of contact for internal and external customers regarding all enquiries relating to Council's events program.
- Execute high quality administrative and business support tactical tasks for the Events & Festivals team.
- Assist in managing a high quality physical and electronic office environment.
- Liaise with internal and external customers to coordinate requests, manage partnerships and maintain effective business relationships.
- Undertake research, data collation and presentation of information in relevant databases and fields.
- Organise and coordinate meetings, bookings, transport and catering as required.
- Assist with confidential workforce administration where required.
- Coordinate maintenance and purchase of equipment e.g. photocopier, printers, stationary;
- Process purchase orders and accounts, record keeping, reconcile and maintain Petty Cash.
- Train and coordinate events staff in Council's general administrative functions.
- Support financial management within the Events team using Council and team- specific systems including event budgeting, quarterly and annual budget reviews.
- Work with other Events & Festivals team members to identify, research, coordinate and complete event-specific projects.
- Assist event coordinators in the preparation of event marketing, advertising and promotion materials.
- Coordinate and implement direct marketing activities associated with Council's events.
- Provide support to event coordinators on the day of each event as required.
- Assist events team members in collating and presenting post-event reports

Baseline

- Apply knowledge, best practice, innovation and subject-matter expertise to promote continuous improvement and contribute towards the growth and maturity of the organisation.
- Contribute to the production of routine and customised reports, dashboards and analysis to

facilitate informed decision making.

- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Certificate III in business administration or relevant administrative experience in a similar role.

Experience

- 3+ years relevant administrative experience, in a government or services organisation desirable.
- Demonstrated ability to lead and manage multiple tasks.
- Demonstrated experience in business, customer and relationship management including handling sensitive matters with discretion.

Skills

- Advanced MS Suite skills, including Word, Outlook, and PowerPoint and Excel.
- Proven ability to work with initiative and versatility on a wide range of matters, including solving a range of complex problems through innovation and collaboration.
- Strong planning, organisation and time management skills, including the ability to meet tight deadlines and balance competing priorities.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Developed problem solving and decision-making ability.