

Administration Officer POSITION DESCRIPTION



Position Number:	3810
Department:	Workforce and Governance
Section:	Legal and Governance
Position Status:	Fixed Term (until 30 June 2027) / Part Time
Classification:	Level 2 – Rockhampton Regional Council Certified Agreement 2025 – Internal Employees
Reports To:	Governance Officer
Revised:	September 2026

General Position Statement

This position supports Council's direction by providing administration support to Legal and Governance in a professional, efficient and confidential manner, ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Assist with the development, review and maintenance of Council's registers (legislative, financial and administrative), and the issue of delegations and authorisations in consultation with relevant stakeholders.
- Review applications for delegations and authorisations in a timely manner including liaising with internal customers to determine correct levels of delegations and authorisations.
- Review staff movements to ensure delegations and authorisations remain relevant and current.
- Produce and manage the distribution of identity cards.
- Provision of administrative support to the Legal and Governance Unit including filing, data entry, word processing, telephone answering and other required administration tasks.
- Provide administrative support for the Legal and Governance Unit while demonstrating a high degree of accuracy, sound judgement, initiative, confidentiality and sensitivity in the performance of tasks.
- Provide administration support to meetings including drafting agendas, minutes of meetings and follow up of action items for the unit.
- Act as a first point of contact for all internal and external customers and provide general information/advice to persons holding or seeking delegations and authorisations and referring matters to Senior Officers when required.
- Complete minor projects and provide support and/or assist with special projects within the Unit as required.

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- Assist senior officers where required.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Knowledge of the principles of the delegation of powers within Local Government.
- Knowledge of the Local Government Act and other legislation impacting upon Council operations.
- High level of accuracy and attention to detail.
- Developed communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Good time management, planning, organisational skills and customer service skills.
- Ability to effectively operate Council's computer systems including Ci Anywhere Suite (R1 and ECM), Aurion and the MS Office Suite. In particular a very good working knowledge of Word and Excel.
- Developed knowledge of work practices and policies relevant to the Unit.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.

Desirable Qualifications and Experience

- Certificate III in Business Administration (or related discipline) and/or equivalent demonstrated experience.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Position Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only Police Check).

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Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	