

Position Description

Position:	Tallangatta Neighbourhood House Administration Officer
Incumbent:	Vacant
Key Result Area:	Community wellbeing
Classification:	Band 3
Agreement name:	Towong Shire Council Enterprise Agreement 2018, which incorporates the Victorian Local Authorities Award 2001 (VLAA 2001) and the Nurses (ANMF – Victorian Local Government) Award 2015
Employment term:	Fixed term to 31 March 2026
Employment type:	Part Time (15 hours per week)
Worksite location:	Tallangatta Neighbourhood House
Reports to:	Community Development Officer – Neighbourhood House
Supervises:	Nil
Approved by:	Acting Chief Executive Officer
Date approved:	March 2025
Document type:	Position Description
Reference:	Personnel

POSITION OBJECTIVES

- Demonstrate positive and supportive behaviours, consistent with Towong Shire Council's values, towards all staff, contractors, and Councillors.
- Embrace innovation, technology, and sustainability in delivering the objectives and key responsibilities of the role.
- Support the Coordinator with the day-to-day operations of the Neighbourhood House which supports and engages the community of Tallangatta and surrounds through a broad range of social, learning and recreational opportunities to support mental health and wellbeing, build resilience and foster a sense of connectedness within the community.

KEY RESPONSIBILITIES

- Welcome visitors, participants and user groups to the Neighbourhood House and respond to telephone and email queries in a friendly, professional and timely manner, providing information and resources whilst maintaining confidentiality.
- Support the Coordinator in the planning, facilitation and delivery of programs and events including venue setup and pack down.
- Support the Coordinator with community engagement through the promotion of activities using social media, print media, electronic newsletter and the creation of posters and marketing materials.
- Assist with keeping the Neighbourhood House tidy, clean and safe for all users.
- Actively participate in planning meetings and professional development as required.

SHARED ORGANISATIONAL RESPONSIBILITIES

Customer Service and Community Engagement

- Provide a high level of internal and external customer service consistent with Council values.
- Liaise with customers and council staff to establish and resolve issues of service provision and project delivery.
- Ensure all customer requests are responded to in a timely manner and interactions recorded in the Customer Relationship Management system.
- Work with the Communications and Engagement team to prepare an appropriate communication/engagement plan as an integral part of project and service delivery and ensure the provision of timely and regular information relative to specific projects and service delivery.

Risk Management

- Ensure the Risk Management Policy and procedures are observed and complied with at a personal level.
- Ensure compliance with the Privacy and Data Protection Act 2014 (Vic) and treat all information of a sensitive nature concerning the business of Council, ratepayers or residents in a professional and confidential manner.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations, and customers.
- Create and keep accurate and complete records of business activities and decision making in Council's Corporate Record Management System and in accordance with the Public Records Act 1973.
- Observe the Code of Conduct and all appropriate Council policies and procedures regarding day-to-day conduct.
- Ensure compliance with relevant legislation, regulations, and codes of practice.
- Ensure that behaviours and actions are consistent with Victorian Child Safe Standards and related legislation.

Occupational Health and Safety

- Comply with Council's Occupational Health and Safety Policy and Procedures.
- Take reasonable care for your own health and safety, as well as the health and safety of others.
- Ensure that no actions are taken to interfere with or place at risk the health and safety of any person at the workplace; including employees, volunteers, or community members (including children).
- Only use Council plant, equipment and vehicles as authorised and instructed.
- Co-operate with steps taken by Council for OHS compliance.
- Participate in OHS training and consultation when directed.
- Correctly use personal protective equipment and clothing as directed.
- Report hazards, injuries, accidents or incidents in accordance with Council Policy and procedures.

Emergency Management

- Actively participate in and contribute to Council's Emergency Management processes, training and response as outlined in the Municipal Emergency Management Plan.

Other Duties

- Fulfill any other duties as directed by the Community Development Officer – Neighbourhood House that are reasonably within the limits of the employee's skills, competence and training.

Additional Factors

- This position will require you to work at various locations within Towong Shire.

POSITION CAPABILITIES

A position at this level requires the following capabilities:

Accountability and extent of authority

- Ability to perform work under specific guidelines and the supervision of the Community Development Officer – Neighbourhood House.
- Ability to perform work in line with the standards and procedures relevant to the responsibilities outlined in the position description and work assigned to the position from time to time.

Judgement and decision making

- Perform work with clearly defined and documented procedures, processes, and guidelines.
- Select from a limited range of techniques, systems, equipment, methods, or processes as required.
- Guidance and advice are always available.

Specialised knowledge and skills

- Proficient in the application of standardised procedures and practices relevant to the position.
- An understanding of the policies and procedures relevant to the department.
- An understanding of the functions of the position and its context within the wider organisations.

Management skills

- Ability to plan, organise and manage one's own work so as to achieve set objective in the most efficient way with the resources available within a set timeframe.

Interpersonal skills

- Ability to work as an effective team member.
- Strong oral and written communication
- Ability to communicate with both internal staff and members of the public and resolve minor issues.

Qualifications and experience

- Experience in a customer focused and/or an administrative role.
- Working With Children Check
- First Aid Certificate

KEY SELECTION CRITERIA

1. Demonstrated skills and experience in a customer service and/or administration role.
2. Experience working in a volunteer role or the community sector and/or working with individuals from diverse backgrounds.
3. Excellent computer skills with knowledge and experience in using Microsoft Office Suite and creating marketing materials using a design program such as Canva.
4. Excellent interpersonal and communication skills, both written and verbal for a variety of audiences.
5. Experience coordinating community programs and events is desirable.

Physical and Psychosocial Working Conditions

Posture / Activity	Rarely required	Occasional	Frequent	Regular/ Continuous
Sit in an office environment using computer equipment, on an office chair				X
Exposure to a computer screen				X
Stand / walk				X
Walk over even and uneven ground, including walking up steps into the office			X	
Perform forward reach with both upper limbs			X	
Perform neck rotation.				X
Perform neck flexion.				X
Alternate posture from a sitting to a standing posture			X	
Perform elbow flexion				X
Kneel, crouch or squat carrying objects		X		
Lift and carry up to 5kgs		X		
Reach to ground level		X		
Perform fine hand manipulation of both right and left hands				X
Perform side reaching		X		
Perform tripod grip (e.g. to hold a pen)				X
Perform low back rotation			X	
Perform wrist flexion, ulna, and radial deviation			X	
Drive work vehicles for work purposes		X		
Potential to work in different office locations. The ability to adapt to changing office set ups.		X		
Regularly attend workplace meetings in meeting rooms			X	
Work with computer software and phone apps				X
Follow instructions from your direct supervisor or people with authority to direct people in the workplace			X	
Work to deadlines, to manage competing priorities and associated work stressors and to adapt quickly in a dynamic workplace			X	
From time to time provide support on projects and tasks that are outside the normal scope of the role		X		
Contribute to a busy team			X	
Regularly communicate with team members and key stakeholders from diverse backgrounds, with possibly differing opinions, viewpoints, values, personalities, and priorities			X	
Ability to manage interpersonal workplace conflicts and frustrations in a positive manner			X	
Capacity to liaise with the external customers who may exhibit challenging behaviours at times.		X		
Working inside and or an office shared environment, with limited space, with other people (office noise, indoor lighting, air conditioning / heating)				X

This position description has been approved by the Acting Chief Executive Officer.

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Narelle Taylor

Acting Chief Executive Officer

Date: 18 March 2025

Acceptance of position description

I,, have read and accept the conditions of the Tallangatta Neighbourhood House – Administration Officer Position Description outlined above and agree to abide by Towong Shire Council policies and procedures.

I understand that any information I have given in my application for employment, or any statement found to be deliberately misleading, or any information that has been omitted will make me liable for dismissal.

Signature:

Date: