

Position Description

POSITION TITLE	Senior Administration & Compliance Officer, Children's Services and Libraries
POSITION NUMBER	104316
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 5
POSITION TYPE	Fixed Term Full Time (38hours per week)
DIRECTORATE/PROGRAM	Community Services / Children's Services and Libraries
LOCATION/S	Alice Springs
SUPERVISOR	Senior Coordinator, Children's Services and Libraries
POSITIONS SUPERVISED	This position has no direct reports

PRIMARY OBJECTIVE

The Senior Administration/Compliance Officer, Children's Services and Libraries is responsible for providing quality administrative and customer service support for children's services and libraries in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation and National Quality Framework and Standards.

KEY DUTIES AND RESPONSIBILITIES

1. Provide professional customer service to Children's Services and Libraries' clients including:
 - a. Efficient and informed telephone, email and face to face interactions.
 - b. Clear communication of Council and Children's Services and Libraries' requirements, processes and systems.
2. Provide administrative services to the Children's Services and Libraries' Team including;
 - a. General administrative support, meeting support and general enquiries, resolving routine issues and enquiries;
 - b. Raising purchase orders and entering detailed invoice data;
 - c. General human resources services, including recruitment, payroll enquiries and advertising vacant positions within the Team;
 - d. Document management, ensuring the correct documents are used and filed as per departmental procedures;
 - e. Ensuring there are adequate office supplies including paper, stationery and other relevant office supplies; and
 - f. Accurate data entry including documents, spreadsheets and department specific systems.
3. Manage relevant documentation, ensuring the correct documents are used and filed correctly.
4. Provide accurate, professional and comprehensive documents and reports.
5. Provide clear communication of department requirements, processes and systems.
6. Provide specialised knowledge and professional communication, ensuring compliance and quality control with complex and specialised documents.
7. Be engaged in an effective and proactive health, safety and wellbeing culture.
8. Any other reasonable duties delegated by the Supervisor which are within level.

SELECTION CRITERIA

Essential

1. Certificate IV in a related discipline and/or knowledge and skills gained through on-the-job training and hold or complete a Certificate III in Child Care.
2. Demonstrated strong administrative skills in an office environment.
3. Demonstrated strong interpersonal skills with the ability to provide advice and resolve issues.
4. Demonstrated literacy, numeracy and computer keyboard skills of a high standard, with emphasis on word processing, data entry and spreadsheets.
5. Demonstrated good customer service and cross-cultural communication skills.
6. Demonstrated ability to use judgement to resolve common workplace issues.
7. Proven ability to manage multiple deadlines and work under pressure.
8. Sound knowledge of and commitment to the principles of Work Health & Safety.
9. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
10. Acceptable Police Check
11. Ochre Card.

Desirable

1. Current C Class Licence.
2. Previous experience in Children's Services.