

Position Description

Team Leader Administration – until 30
January 2026



Current Incumbent:	
Position number:	235-1
Department:	Community Wellbeing
Directorate:	Community
Classification:	Within Band 6 of the Moira Shire EA
Award:	<i>Victorian Local Authorities Award 2001</i>

About working with Moira Shire Council

Moira Shire Council is an innovative and progressive local government organisation committed to serving the needs of communities across a large regional shire. We are an equal opportunity employer committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

We offer excellent conditions, flexible working arrangements, and health and wellbeing support in an encouraging, family friendly environment.

Role Purpose and Objectives

- To provide personal assistance to the Manager Community Services.
- To provide efficient and effective administrative services and support to assist in the achievement of organisational objectives through the provision of administrative support duties.

Organisational Relationships

Reports to:	Manager Community Development
Supervises / Manages:	Administration Support Officers Maternal and Child Health Administration Officer Immunisation Administration Officer Business Support Officers
Internal Liaisons:	Community Services staff All other staff
External Liaisons:	Residents, ratepayers and the general public Contractors and clients Suppliers and manufacturers Government Departments and Agencies Neighbouring and other municipalities Community Services

Key Responsibilities and Functions

Administrative Support

- To provide personal assistance, administrative support and reception duties to the Manager Community Development.
- To coordinate monthly management report data collection and ensure they are submitted on time.
- To ensure weekly reports are placed in Council's staff newsletter where required.
- Preparation and distribution of promotional material.

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- To provide administrative assistance and support to the Community Development Department.
- Support the Manager and other officers to enable effective time management and prioritisation of workloads.
- Support Community Services team on Council Plan objectives and update monthly report accordingly.
- To maintain records and provide timely production of reports for Council.
- Draft reports on behalf of the Manager Community Development.
- To provide an effective customer service and point of contact for all client and customer enquiries and receive, assess and initiate action on inquiries and requests.
- Assist in the management and maintenance of databases.
- Manage the Community Development Manager's Diary.
- Draft and respond to routine correspondence on behalf of Manager Community Development and undertake follow-up action on outstanding correspondence or reports.
- Prepare for, create agendas, attend and take minutes of meetings as required.
- Coordinate events as required.
- Assist in the education/training of staff in relation to Council processes and systems.
- Administer the Community Grants Program.

Team Leadership

- Day to day planning and supervision of Community Development administration team.
- Supervise and monitor the work of Administration Support Officers, Maternal and Child Health Administration Officer and Immunisation Administration Officer.
- Coordination of Administration Support to various sections of the Department.
- Develop and review processes to ensure all administration activities are completed.
- Identify and monitor staff training and development needs.

Financial

- Prepare and complete requisitions/purchase orders as required.
- Reconcile Credit Card, records and receipts for the Manager.
- To assist in the management of the Department budgets; monitor and report on budgets when needed.

Although an employee may be appointed to a particular position, Council may ask for duties to be carried out in other areas that are within their range of skills, competence and training.

Position Descriptors

Accountability and Extent of Authority

- The prime responsibility of this role is to manage the day to day planning and supervision of the administration team, provide support to the Manager and provide a high level of customer service in the resolution of specialised customer enquiries.
- The Officer is accountable for:
- The achievement of agreed, specific objectives as set out in the position description.
- The provision of high quality, comprehensive, accurate and timely advice on community matters as defined by regulation and policy.

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- Ensuring that appropriate action is taken on decisions and requests of the Council, the CEO, and Management Team that is completed accurately, within specified timeframes and within the extent of any delegated powers and responsibilities.
- Adherence to all relevant legislation, Council policies and procedures, and relevant budgets.
- The Officer provides specialist advice and makes recommendations on, and has input into:
- Procedure and policy development
- Liaison with a diverse range of stakeholders, including employees, external agencies and customers.
- The delivery of human resources services activities and advice, in particular the recruitment and selection process.

Judgement and Decision Making

- All decisions, advice and recommendations made by the Officer must conform with and be within the constraints of all delegations, statutory obligations, the Council Plan, Council policies/ procedures, and approved budgets.
- Decisions and actions may have a significant effect on clients but are subject to appeal to or review by the Manager. Issues beyond the Officer's delegations and responsibilities must be referred to the Manager for advice, direction or determination.
- The Officer is responsible for making decisions and exercising judgement about the areas for which they are responsible, including:
- Staff supervision, learning and development programs and disciplinary proceedings.
- Recommendations on policies and procedures regarding the provision of customer service, day to day function of the administrative team and overall function of Community department.
- Expenditure within delegations.
- Resolution and referral of escalated enquiries and difficult customers.
- Implementing safe working practices and procedures.
- The problem solving process involves the application of existing policies and procedures; however the Officer is required to assess individual cases which may require creativity and sensitivity in applying these techniques. Guidance and advice are usually available within the Council.

Specialist Skills and Knowledge

- High clerical and administrative skills.
 - High level computer skills in particular the application of Microsoft packages including Word, Excel, Access and PowerPoint.
 - Strong team and networking skills.
 - Ability to maintain and manage records and filing systems and retrieve files and associated documents.
 - Ability to receive, assess and initiate action on customer inquiries and requests and provide quality customer service to both internal and external customers.
 - Possess a broad knowledge of the procedures and processes in community services.
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	<ul style="list-style-type: none">• Ability to prepare correspondence and reports in response to customer requests.• Ability to write reports in the field of expertise.• A strong knowledge of the overall functions of the Community Development unit and an understanding of the underlying principles.
Management Skills	<ul style="list-style-type: none">• Ability to manage time, set priorities, plan and organise own work and be able to meet deadlines and objectives.• Ability to supervise and manage employees, including the delegation and supervision of their workload.• Ability to implement personnel practices related to equal opportunity, occupational health & safety and employee development, both on an intra and inter departmental level.
Interpersonal Skills	<ul style="list-style-type: none">• High level of interpersonal skills, including written and verbal communication.• Ability to communicate with employees, customers and suppliers from a range of socio economic and ethnic backgrounds on sometimes complex and sensitive issues, policies and procedures.• Ability to create and maintain a rapport with staff, suppliers and customers to establish strong working relationships.• Ability to write reports on area of expertise and prepare coherent correspondence, policies and procedures.• Ability to represent and enhance the image of the Council to both internal and external customers.• Ability to gain co-operation and assistance from clients, customers and other staff members through the use of high level customer service and communication skills.• Committed team player with the ability and desire to contribute to team development.

Key Selection Criteria

- Qualifications in office administration and experience providing support to Senior Manager.
- Demonstrated strong customer service skills.
- Demonstrated strong IT skills and high level knowledge of the Microsoft package including Word, Excel, Access and PowerPoint.
- Demonstrated ability to produce accurate documents and service coordination with limited supervision.
- Highly developed time management skills.
- Experience in monitoring and reporting on budgets and expenditure

Essential qualifications and experience

- Degree or Diploma in Office Administration and/or substantial experience in a previous Administration/ Reception role.
- Demonstrated strong customer service skills.
- Demonstrated strong IT skills and high level knowledge of the Microsoft package including Word, Excel, Access and PowerPoint.
- Demonstrated ability to produce accurate documents and service coordination with limited supervision.
- Drivers Licence

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Desirable qualifications and experience

- Knowledge and understanding of the local government operating environment and the delivery of services.

Inherent physical requirements

- High
 - Keyboard / mouse work
 - Extended periods of sitting
- Medium
 - The worker is subject to inside environmental conditions
- Low
 - Working under pressure (e.g. constantly working to deadlines / conflict resolution)

Core Competencies (As defined in the Moira Core Competency Framework)

Moira Value	Competency	Role requirement
 Respect	<ul style="list-style-type: none">• Community and customer focus• Plan and prioritise	Tier 1 Tier 1
 Honesty	<ul style="list-style-type: none">• Communicate and engage• Display resilience and adaptability	Tier 2 Tier 1
 Accountability	<ul style="list-style-type: none">• Demonstrate accountability• Deliver results	Tier 1 Tier 2
 Teamwork	<ul style="list-style-type: none">• Create, innovate and solve problems• Work together	Tier 1 Tier 1
 Integrity	<ul style="list-style-type: none">• Manage self• Act with integrity	Tier 1 Tier 2
 People Leadership	<ul style="list-style-type: none">• Manage and develop people• Lead and manage change• Think and act strategically• Inspire direction and purpose	Tier E Tier E Tier 1 Tier E

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Shared Organisational Responsibilities

Occupational Health and Safety

- Take reasonable care for own health and safety; and
- Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions at the workplace; and
- Cooperate with employer with respect to any action taken by the employer to comply with a requirement by or under the OHS Act or Regulations
- While at work, an employee must not intentionally or recklessly interfere or misuse anything provided at the workplace in the interests of health, safety or welfare.
- Ensure hazards, incidents, near misses and injuries are reported immediately.

Code of Conduct

- Ensure that the Moira Shire Employee Council Code of Conduct and all organisational policies and procedures are adhered to.

Customer Service

- Provide quality customer service to both internal and external customers in accordance with Council's Customer Service Charter and Standards.

Recordkeeping

- Comply with records management obligations and responsibilities.
- Make and keep accurate and complete records of business activities and decision making in accordance with Council's Records Management Policy.

Confidentiality

- Comply with the requirements regarding collection, use and disclosure of personal information under the *Privacy & Data Protection Act 2014* and the Information Privacy Principles.
- Understand that unauthorised disclosure of Council information is prohibited (this includes but is not limited to intellectual property, council records, performance information and contractual arrangements) both during and after employment at Council.

Emergency Management

- Assist in Council's emergency management operations (as required under the *Emergency Management Act 2013 (and 1986)*) where required and within reason.

Risk Management

- Comply with Council's Risk Management Policy.
- Understand the principles and purpose of Risk Management.
- Understand all the risks associated with their activities and assist in the identification and management of risks.

Child Safety

- Ensure that behaviours and actions are consistent with the Victorian Child Safe Standards, related legislation and Council's Child Safe Policy.

Diversity and Inclusion

- Ensure compliance with equal opportunity, diversity, anti-discrimination and gender equality legislation, policies and procedures.

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Agreement

I hereby agree to the terms and conditions of this Position Description.

Incumbent's name: _____
(Print)

Signature: _____ Date: _____

Managers name: _____
(Print)

Signature: _____ Date: _____

Review of this Position Description

This position description will be reviewed in accordance with the *Victorian Local Authorities Award 2001*.

