



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Team Leader - Administration	Level	5
Business Unit	Engineering Services	Position Number	01758
Directorate	Infrastructure Services	Date Established	July 2024
Reporting to	Manager Engineering Services	Date Updated	July 2024

2. KEY OBJECTIVES

- Provide comprehensive administrative support to Manager Engineering Services and the Business Unit.
- Provide information to the Business Unit on organisational systems, procedures and standards of service.
- Develop, implement and maintain administrative processes, work practices and procedures in accordance with City policies, protocols, and procedures.
- Undertake people management responsibilities.
- Provide a high level of customer service to internal and external customers.

3. KEY ACCOUNTABILITIES

- Ensure work is undertaken in accordance with the City of Joondalup procedures, protocols and practices, with Directorate administrative and service standards maintained to organisational and ISO:9001 certification requirements.
- Administrative support is undertaken efficiently and within agreed timeframes.
- Financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Correspondence and other written material is of a high standard with accurate content in accordance with the City's writing guidelines.
- Prompt and accurate capture of corporate information and documentation in accordance with the City's records keeping system and associated policies, protocols and practices.
- Information provided is within limits of statutory requirements and in accordance City's policies, protocols and procedures.

- Ensure activities are completed in accordance with the annual Business Unit plan, Annual Plan, Corporate Plan and Strategic Plan and administrative tasks are completed according to relevant protocols and procedures.
- People management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
- Prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

4. **KEY ACTIVITIES**

ACTIVITIES
<p>Outcome: Administration</p> <ul style="list-style-type: none"> • Provide comprehensive administrative support to the Manager and the Business Unit. • Monitor and oversee the administrative operations of the Business Unit. • Develop, implement and maintain administration procedures within the scope of this position. • Coordinate incoming and outgoing correspondence using the City's recordkeeping system, including creating work orders where necessary within the City's timeframes. • Monitor and follow up overdue correspondence and customer requests. • Coordinate preparation of monthly reports including Business Unit, project status, quarterly directorate and Annual Plan. • Track projects, reports and tasks managed by the Business Unit. • Undertake data collection and compilation when required (e.g. Council minutes and reports). • Maintain the Business Unit's information and documents on the Intranet and City Website. • Organise meetings and events as required by the Manager and Coordinators, including taking minutes and organising catering. • Provide information to employees within the Business Unit relating to the City's Customer Services Charter, local laws, City and Council policies, protocols and procedures. • Undertake fact-finding into issues affecting the Directorate and providing relevant information as required. • Coordinate and liaise with relevant officers regarding preparation of financial information including purchase requisitions and ensuring prompt payment of invoices. • Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience. <p>Outcome: People Management</p> <ul style="list-style-type: none"> • Undertake recruitment and selection process. • Ensure employees work in a safe manner. • Set performance targets and development plans for employees. • Monitor and manage performance of employees by providing appropriate feedback in accordance with the City's Performance Appraisal System.

Outcome: Customer Service

- Provide high level of customer service to internal and external customers.
- Review and evaluate customer service provided by the Business Unit on an ongoing basis.
- Liaise with contractors, consultants, public service authorities, government departments and external customers.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****Highly developed skills:**

- Organisation and time management.
- Interpersonal skills, to effectively liaise with internal and external customers.
- Verbal and written communication, with a proven ability to prepare clear and concise reports and correspondence.
- Microsoft Office.
- Ability to work autonomously.

Sound knowledge:

- Administrative practices and procedures.
- Customer service concepts and delivery.
- The role, structure and function of local government.

Demonstrated experience:

- Office administration including customer service.
- Supervision of teams and working within groups to achieve desired outcomes.
- Local government administration.

Qualifications/Clearances:

- Tertiary qualification in business administration and/or equivalent relevant experience.
- Certificate IV Frontline Management or equivalent experience.
- Current 'C' Class WA Drivers Licence.
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines, or instructions with assistance usually available.
- Undertake activities that may require the ability to exercise judgement and/or contribute critical knowledge and skills where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction
- Supervises a small administration team

Internal:

- Predominately employees within Infrastructure Services
- Other City employees where required

External:

- Local community, ratepayers and general public
- Contractors and consultants
- Government authorities (such as Main Roads WA, Department of Transport)

8. POSITION DIMENSIONS

NUMBER OF STAFF DIRECTLY REPORTING TO POSITION	2
---	----------