

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Operations Administration Supervisor	2582
CLASSIFICATION	ANZSCO CODE
Band 5	521111
DEPARTMENT	DIVISION
Operations	Infrastructure and Environment
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement no. 9 2023	City of Ballarat Operations Depot

Position Objectives

The position plays a key role in contributing to the success of the Operations Department. The incumbent will work closely with the Executive Manager Operations, Coordinators and Business Support Officer to ensure that the day-to-day business and administration needs of the Operations unit are achieved.

Responsible for the administration team to support functions of the Operations Department in an efficient manner, compliant with City of Ballarat's policies, governance, values and code of conduct.

Key Responsibility Areas

Supervisor

- Responsible for overall planning and outputs of the Administration Support team's work and consistency of corporate documents required for Operations.
- Provide relief and support to Administrative Support Staff when required, to achieve essential service requirements of the department.

Administration Support

- Provide general business support to Executive Manager, Coordinators and Business Support Officer by the administration team as required including filing, photocopying, word processing, budget, and data collation.
- Ensure purchase orders and purchasing requirements are completed and recorded in accordance to City of Ballarat adopted procurement policy.
- Assist with account reconciliation and provide financial reports to Executive Manager Operations.
- Arrange meetings between staff, City of Ballarat departments, external agencies, and community groups.
- Assist Executive Manager, Coordinators and Business Support Officer in budget monitoring, including data entry, providing reports and highlight variations and corrective actions (JNLS).
- Prepare reports required by the department such as procurement, Council, and response letters to enquiries.
- Provide assistance and support for the City of Ballarat's Core Management Systems.
- Assist with Council Report preparation and retaining knowledge of report system.
- Ensure training and meeting rooms are presented ready for use.
- Provide strategic direction, expand systems & business improvement focus.
- Accurately maintain and update all relevant databases and filing systems within agreed timeframes and City of Ballarat's policies.

POSITION DESCRIPTION

HR Administration

- Prepare and accurately maintain rosters and staff leave for emergency support.
- Coordinate overall Operations staff training, including staff notification, venue booking and record keeping with other admin support as necessary.

Customer Service – Internal & External

- Liaise with suppliers and staff for the provision of materials such as stationary, photocopy supplies, personal protective clothing (PPE), equipment and uniforms whilst maintaining accurate records of all purchases.
- Arrange meetings and constructively participate.
- Ensure training and meeting rooms are presented ready for use.
- Answer telephone enquiries, taking messages where appropriate on behalf of relevant section keeping accurate records in City of Ballarat's management systems.
- Receive, sign for deliveries and use forklift to unload goods.

REPORTS TO:	DIRECT REPORTS:
Executive Manager Operations	Operations Administration team
ORGANISATIONAL RELATIONSHIPS	
Internal:	External:
All Council Staff	<ul style="list-style-type: none"> • Contractors • Suppliers • Residents & General Public • Community Groups • Government Authorities

Accountability and Extent of Authority

- Accountable for the collation of Operations Administration Support inclusive of Emergency events.
- Accountable for the provision of efficient and effective administration support to the Executive Manager, Coordinators and Business Support Officer.
- Accountable for high standard production of documents, reports and correspondence, utilising a wide range of Windows based databases and applications, within agreed timeframes.
- Accountable for the provision of a high level of internal and external customer service and assistance.
- Accountable for the interrogation of City of Ballarat's systems and system improvement relevant to the department.
- Freedom to act in a responsible manner and when required, take into account appropriate policies and procedures ensuring that a high standard is maintained.

Judgement and Decision Making

- Problem solving is required using technical knowledge and experience acquired through previous administration roles. Occasionally this position will need to resolve complex or technical issues not previously encountered using research skills, innovative thinking and creativity.
- Utilise discretion and judgement to maintain confidentiality in all dealings with clients or members of the public.
- Proven experience in selecting the most appropriate procedure, method, equipment and/or course of action to meet deadlines and to improve current processes or develop new procedures where considered necessary.

POSITION DESCRIPTION

- Delegation of Customer Service requests, reports to relevant staff, monitor progress to achieve an appropriate course of action and provide reports on Customer Service requests.
- Demonstrated ability to identify and solve problems related to City of Ballarat's systems, Operations Administration, Roads or Parks Maintenance Services.
- Ability to use own initiative, and innovative approach to aspects of the position.
- Guidance and advice is usually available within time to make a decision.

Specialist Skills and Knowledge

- An understanding of the role and functions of the Executive Manager Operations and Business Support Officer, along with an understanding of the long-term goals and values of the Operations Department and the wider organisation.
- Ability to generate and audit purchase order reports and reconcile staff purchase card transactions within required time frame.
- Advanced skills in the use of Microsoft Office programs and desktop publishing programs with particular emphasis on presentation, accuracy and grammatical correctness.
- Highly developed typing skills to produce accurate documentation within limited / agreed timeframes.
- Well-developed customer service skills for face to face, telephone or email interactions with Depot employees and Contractors.
- Human resource management skills to effectively facilitate processes for recruitment, onboarding or staff exiting the organisation.
- Report preparation for various elements of Operations management functions.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.
- Strong approach to continuous improvement and the ability to periodically review the effectiveness of current procedures, processes and practices within the Operations department and recommend amendments.

Management Skills

- Ability to manage time, set priorities, plan and organise one's own work and that of the administrative team to achieve outcomes required by the Organisation, Executive Manager, Coordinators and Business Support Officer within strict time constraints and conflicting demand.
- Demonstrated ability to liaise with a range of personnel across the organisation to achieve daily objectives.
- Demonstrated ability to develop the use of filing and database systems contributing to a continuous improvement in service provision within the team.
- Support Operations to achieve overall vision to support Organisation Outcomes.
- Demonstrate flexibility and the skill to cope with change, including priority determination.

Interpersonal Skills

- Excellent oral and written communication skills, including the ability to gain co-operation and assistance from other City of Ballarat staff and the public.
- Demonstrated superior interpersonal skills in presenting an enthusiastic, courteous and approachable manner to staff, contractors and clients at all times.
- Ability to discuss problems and deal calmly with agitated clients.
- Ability to gain co-operation and assistance from both the public and other staff members, sometimes involving sensitive issues in order to exchange information, seek advice and coordinate services and activities.

POSITION DESCRIPTION

- Maintain confidentiality and deal with team conflict respectfully.
- Strong customer service focus and commitment to quality customer service outcomes.
- Self-motivated and an ability to contribute to a high level of communication and information flow within the Operations department.

Qualifications and Experience

- Degree or diploma in Business Administration or similar (essential) complemented with a Human Resource Management Certificate (desirable).
- Several years of experience in an executive assistant/ high level administration role.
- Demonstrated experience in generating a variety of documentation and reports from various City of Ballarat utilised systems including Asset Management and Customer Service Systems, Finance models, Records management, and Council report system.
- Victorian Drivers Licence.
- Forklift high risk licence and demonstrated safe operation (desirable/willingness to undertake)
- Experience/knowledge in implementing, monitoring, improving systems and functions relevant to City of Ballarat's Departments.
- Excellent time management skills, ability to meet strict deadlines and attention to detail.

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Relevant experience in a fast-paced office manager / administrative role where the supervision of other employees was required.
- Experience in a wide range of Windows based databases and applications.
- Well-developed written communications skills with the ability to produce reports, policy development and associated documentation.
- Proven ability to build and maintain strong relationships with internal and external customers and business associates.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

POSITION DESCRIPTION

City of Ballarat Core Values

<p>We are honest and transparent</p> 	<p>We are accountable</p> 	<p>We value everyone</p> 	<p>We work with and for our community</p> 	<p>We work together</p> 
<ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. 	<ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. 	<ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. 	<ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. 	<ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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