



Administration Support Officer

Section: People, Process & Technology

Salary point: 11

Position number: PSC502

Last updated: August 2026

Position objectives

To provide professional project, administration support and coordination as management and staff in the People, Process & Technology Section requires. This Section spans both the Technology, Corporate Performance & Improvement, and People & Culture functions. The role reports directly to the People, Process & Technology Section Manager.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Coordinate and manage tasks, projects and enquiries as required by the People, Process & Technology Section Manager including calendar, email and records management
- Identify, coordinate and deliver administrative support function to the Section ensuring confidentiality is maintained on matters that are highly confidential or of a sensitive nature
- Manage the Sections systems ensuring integrity of data is maintained accurately and efficiently
- Provision of accurate and consistent information and assistance to staff and customers by resolving enquiries or referring to relevant staff as appropriate
- Provide accessible communication links between internal and external stakeholders and customers
- Monitor and coordinate the delivery of organisational and corporate reporting tasks in line with deadlines

- Carry out other duties that are within the limits of the employee's skill, competence, and training as directed by the People, Process & Technology Section Manager

Key accountabilities

To provide professional support and coordination to the People, Process & Technology Section day-to-day duties. Provide support to the Section in the completion of administration and complex projects in partnership with internal and external stakeholders, suppliers and customers.

Extent of authority

To be responsible for providing a specialised/technical service and completing work that has elements of complexity. Tasks are performed under the general direction and consultation of the Section Manager, although, the position will work in an autonomous environment and sometimes has to make decisions in isolation.

Judgement and decision making

Tasks are performed within the scope of established procedures and guidelines, although, on occasions established procedures or rules do not cover the situation faced. Decisions and problem-solving are made by interpreting established procedures, precedents and guidelines.

This position may be called upon to resolve more complex operational problems without reference to higher levels.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety
- Commitment to be aware of and comply with Council's policies, procedures and management directives and with the Model Code of Conduct for Local Councils in New South Wales

Interpersonal

- Demonstrated well-developed written and oral communication skills
- Demonstrated ability to work as part of a strong team environment and autonomously
- Demonstrated ability to operate effectively in an environment requiring a high degree of initiative and judgement
- Demonstrated ability to obtain the cooperation of others to achieve outcomes
- Demonstrated high level of time management skills
- Proven ability to interact and liaise with all levels of staff and members of the community

Qualifications and experience

- Diploma qualification in a relevant field and relevant experience
- Demonstrated extensive experience in computer skills including using the Microsoft suite of products at an advanced level and database management skills
- Extensive experience in working in a professional office environment
- Demonstrated ability to work in a busy environment with minimal supervision, ability to prioritise a high workload and achieve results within the appropriate timeframe

Capability Framework level: Intermediate

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date