

Position description

Your role at PSC



Administration Officer

Section: People, Process & Technology

Salary point: 11

Position number: PSC1334

Last updated: August 2026

Position objectives

Responsible for effectively running and coordinating the day-to-day administrative duties and support for the Corporate Performance and Improvement Unit at the direction the Corporate Performance and Improvement 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

- Diary management, coordination of meetings, project support and general administrative duties
- High attention to detail in preparing and delivering documents, including the preparation of presentations
- Managing the Units systems to ensure the integrity of the data is maintained accurately and efficiently (Promapp, Ops Tool, Corporate Work Plan, Monday.com, EDRMS)
- Ensure confidentiality is maintained on matters that are highly confidential or of a sensitive nature

Key accountabilities

Supporting at the highest level, provide quality administrative and project support to the Corporate Performance and Improvement Unit. The jobholder is expected to understand and respond to customer needs in a timely fashion.

Extent of authority

Responsible for providing completing work that has elements of complexity. Tasks are performed under the general direction and consultation of the Corporate Performance and Improvement Manager although the position will work in an autonomous environment and occasionally will be expected 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 well-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 in a relevant field and extensive proven experience in a similar role
- Discretion in dealing with confidential and sensitive business matters
- Well-developed Microsoft Office suite skills at an advanced level
- Demonstrated well-developed written and oral communication skills

- Demonstrated ability to prepare well-structured, clear and accurate correspondence
- A high level of attention to detail and the ability to prioritise effectively

Capability Framework level: Adept

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