

WHITEHORSE CITY COUNCIL

Position description

Job title: Senior Administration and System Support Officer	
Classification: Band 5	Effective Date: November 2024
Reports to: Coordinator Environmental Health	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

To provide administrative, system and customer service support to the Environmental Health Unit in the delivery of health protection programs which includes food safety management, infectious disease surveillance, immunisation, environmental protection and tobacco control.

Key Responsibilities

Supervision of administration staff

- Planning, scheduling and coordinating resources.
- Prioritising workload and providing support as needed.

Registration Management

- Oversee and process registration applications and fees (where applicable) for new and transfer of registrations.
- Coordinate the renewal of registration process to ensure that applications are generated, issued and processed accordingly.
- Conduct data cleansing and maintain data integrity of registration systems.

Finance

- Process daily finances and refunds.
- Raise and process purchase orders.
- Reconcile paid vaccines for Immunisation program.

Food Safety and Health Hygiene Assessments

- Provide continuing administration support as part of the assessment/inspection process for Food Act and Public Health and Wellbeing Act registered premises.
- Assist in the compilation, design, printing and distribution of information and promotional publications.

Immunisation Administration and Coordination

- Collect and compile statistical data to review service levels and to inform planning of immunisation programs.
- Assist in the development and implementation of processes and systems for receiving regular customer satisfaction feedback.
- Coordinate the scheduling and administration of the public childhood, secondary school and workplace vaccination programs.
- Provide administration support during the delivery of public childhood, secondary school and workplace vaccination programs at Council office and other locations as required.

- Oversee and support the Immunisation Administration Officer in maintaining the immunisation database and ensure compliance with Australian Immunisation Register.
- Update and distribute standardised information to clients relating to the immunisation program.

Continuous Improvement

- Undertake continuous improvement of administrative processes and procedures.
- Coordinate the development, review and implementation of administration policy and procedures including quality assurance.
- Coordinate and support system maintenance, upgrades and testing of software programs.
- Reporting, compiling and analysing data across several IT systems.
- Develop, review and implement reporting and communication strategies.
- Contribute to and assist in the development of a culture of quality and industry best practice.

Customer Service

- Maintain all informational materials, including both internal and external publications.
- Record and refer service requests and actively monitor their status.
- Provide non-technical information and advice to clients on activities and programs undertaken by the unit.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget

The position is responsible for processing purchases and refunds and monitor unit expenditure as required.

Staff responsibility

The position is responsible for the supervision and coordination of administration officers

Key Relationships:

The position is required to maintain a professional relationship with other internal departments and external agencies, other municipalities, service providers, community groups and customers.

Judgement and Decision Making

Decision making

- Ability to manage confidential information.
- Ability to work within tight time frames.
- Ability to assess options and provide advice to customers.
- Make decisions and exercise judgement in relation to routine matters in the day to day operations of the unit.

Specialist Knowledge and Skills

- Effective experience in a computerised administrative environment including the management and reporting of high-volume data and maintenance of data integrity and systems.
- Proficiency in use and application of MS Office programs (minimum intermediate level) and Data Management Systems.
- Experience in the administration of mass immunisation programs and knowledge of National Immunisation Program (NIP) for immunisation.
- Knowledge of Corporate IT systems including Pathway Customer Service Request (CSR), ReadyTech Health Manager, Content Manager and Central Immunisation Register Victoria (CIRV) other IT programs relevant to the Unit.

Qualifications and Experience

- Demonstrated high level administrative experience providing excellence in customer service.
- Ability to assess and enhance administrative policies and procedures in alignment with current Immunisation and Environmental Health policies, in collaboration with Senior Health Officers.

- Identify system and process improvements and actively contribute to the implementation of those changes.
- Demonstrated experience in delivering quality service to both internal and external customers.

Interpersonal Skills

- Ability to engage and collaborate effectively with clients, colleagues, and the public, ensuring successful cooperation and assistance in all relevant activities.
- Ability to work effectively within a team environment utilising effective communication skills to achieve a desired outcome including the ability to diffuse difficult situations.

Management Skills

- Demonstrated strong time management skills with the ability to prioritise workload effectively based on departmental requirements.
- Attention to detail and completion of tasks by the required time-line
- Lead, supervise and monitor performance objectives of administration staff

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- Requirement to carry out after hours work in accordance with roster on a rotational basis, which can include 7.45 am start and 8.30 pm finish times
- Ability to work offsite as required by the immunisation program

Key Selection Criteria

- Demonstrated high level administrative experience providing excellence in customer service.
- Capacity to review and develop administration policy and procedures, systems and processes, providing recommendations for improvements and then contribute to the implementation of changes.
- Effective experience in a computerised administrative environment including the management and reporting of high-volume data and maintenance of data integrity and systems.
- Ability to gain co-operation and assistance from clients, other employees and members of the public in all relevant activities.
- Lead, supervise and monitor performance objectives of administration staff

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	General tidying of area Accessing cupboards	Sometimes performed	
Hand/Arm Movement Tasks involve use of hand/arms	Use of computer Photocopying/scanning of documents Using the telephone Preparation of correspondence	Daily, intervals across 7.6 hours Up to 7.6 hours a day, head set offered, supplied phone headsets recommended Occasional	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Movement of objects, documents, and other equipment Packing and getting in and out of vehicle	Occasional Occasional	
Standing Tasks involve standing in an upright position	Ability to move around the office space easily Meeting with Council officers. Including review, display and sorting of documents	Regularly	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Movement of objects, documents and other equipment	Occasional	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Regular short distances < 50m, Trolley used when appropriate to aid in manual handling	Sometimes performed	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Collecting, returning hard copy files Short distances, stable load < 5kg Movement of objects, documents and other equipment	Occasional	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Regular short distances < 50m, Trolley used when appropriate to aid in manual handling	Sometimes performed	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Data Entry, emails, Phone interaction, reports, correspondence etc	Daily, intervals across 7.6 hours	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Required	Required	

Any other relevant comments: