

POSITION DESCRIPTION

Civic and Citizenship Administration Officer
(POS1582)

Directorate:	City Community & Culture	Department:	City Community & Culture		
Position Grade:	Grade 8	Reports to:	Civic & Citizenship Coordinator		
Last review:	November 2018	Next review:	November 2020	Version No.:	2.0

Position purpose:

To provide high level, reliable and timely business and administration support to the Civic and Citizenship Coordinator and associated activities. Providing courteous, efficient, effective and professional support

Key accountabilities/responsibilities:

Responsible for:

- 1) Carry out administration tasks as directed by the Civic & Citizenship Coordinator and to provide regular updates.
- 2) To support the Civic & Citizenship Coordinator and the team with performing daily administration duties of the Civic and Citizenship Unit in an efficient and effective manner, including work processing, data entry, minute taking, database maintenance and update.
- 3) Assist the Civic and Citizenship Coordinator in the organisation with the delivery of events, citizenships and ceremonies as required.
- 4) Assist with Sister City student exchange and delegation's programs
- 5) Assist with the Civic Event communications which include issuing invitations, RSVP's and ensuring relevant databases are up to date
- 6) Assist in preparing and processing all accounts, invoices and purchase orders as well as ensuring the accuracy of financial records and data within the databases
- 7) Dealing with first level enquiries and issues and undertaking problem solving where necessary
- 8) Undertaking other duties as required by the Civic & Citizenship Coordinator.

Decisions made in the position:

- 1) All decisions related to job outputs/outcomes except financial commitment beyond approved delegations and staffing matters
- 2) Implement process improvements where identified
- 3) Expenditure within delegated limits

Decisions referred:

- 1) Financial commitment outside approved delegation and staff matters
- 2) Matters of significant strategic impact
- 3) Issues of potential importance

Key issues/challenges:

- 1) The need to multi task and achieve results under press.
- 2) Flexibility toward occasional irregular work hours
- 3) Dealing with contractors and suppliers related to Civic and Citizenship events.

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Key working relationships:

- | | |
|--|---|
| <ul style="list-style-type: none">• Director City, Community and Culture• Community & Culture Services team• Executive Management team | <ul style="list-style-type: none">• Community & Culture Services team• Manager, Executive services |
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POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Certificate III in Administration or relevant event experience
- Current C Driver's License

Experience

- Demonstrated experience in providing efficient and effective customer service
- Experience with multi-tasking and prioritising work with competing deadlines
- Ability to work in a politically sensitive environment
- Database management experience
- Attention to detail and the ability to apply these to the workplace and events

Knowledge and Skills

- High level computer literacy and ability to adapt to new systems/programs. The ability to use Microsoft Office applications such as Outlook, Word, Excel and databases.
- High level of interpersonal skills and the ability to deal appropriately with the Mayor, Councillors and the Executive team
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Ability to take initiative and be assertive
- Ability to work autonomously and in a team

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Demonstrated research and analytical skills
- Knowledge of electronic Document Management System (preferably TRIM, HPE Content Manager)
- Understanding of various levels of Government, in particular Local Government
- Knowledge of the Liverpool local government area
- Flexible attitude to responsibility and work hours.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous