



2024 020 Administration and Volunteer Support Officer

Thank you for your interest in applying for the position of Administration and Volunteer Support Officer, with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Benefits of working with Hindmarsh Shire Council;
- Employment details;
- Position Description; and
- Key selection criteria
- An online Application form is available on the website

For general details of the Council, please refer to the following website:
www.hindmarsh.vic.gov.au

For further information about the position or duties involved, please contact Petra Croot, Director Corporate and Community Services, on (03) 5391 4444 or hr@hindmarsh.vic.gov.au.

Privacy Statement

Hindmarsh Shire Council collects personal information to enable us to perform our statutory functions and provide services, activities and events. Council stores personal information in secure information technology systems and shares information, only when necessary, amongst internal work areas (including contractors) to facilitate a more efficient customer experience across Council's business. If the personal information is not collected, Council may not be able to provide you with Council services, discharge our functions or keep you updated on the progress of your service request.

We will handle any personal information you have provided in this form in accordance with the *Privacy and Data Protection Act 2014*. Our privacy policy contains information about how you may access your personal information and seek correction of such information; as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. For more information, please see our Privacy Policy or contact our team on (03) 5391 4444. Your personal information will not be disclosed to any other party unless Council is required to do so by law, has gained your consent to do so or an information privacy principle exemption applies.



Opportunity this way...

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

Some of the benefits of working at Hindmarsh Shire Council include:

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



POSITION DESCRIPTION

1. POSITION IDENTIFICATION:

Position: Administration and Volunteer Support Officer

Department: Corporate & Community Services

Starting Point/Location: The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.

Classification: Band 4 per the Hindmarsh Shire Council Enterprise Agreement

Employment Type: Part Time (3 days per week; days and times flexible)

2. CURRENCY:

Current Version	1.0	Approved:	
Name of Occupant:	Vacant		
Signature:	_____	Date	_____
Prepared By:	Shelley Gersch	Date	13 June 2024
Director Approved:	Petra Croot	Date	18 June 2024
H.R. Approved:	Angela Veitch	Date	19 June 2024
CEO Approved:	Monica Revell	Date	19 June 2024
Current Version Number:	1.0		
Version History:	1.0		



**Employment Details for the Position of:
Administration and Volunteer Support Officer**

- Status:** Permanent Part Time (3 days per week)
- Location:** The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.
- Classification:** Band 4 in accordance with the Hindmarsh Shire Council Enterprise Agreement.
- Salary:** \$33.68 per hour, plus Superannuation
- Superannuation:** Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
- Hours:** Nominal hours for this position are 48 hours per fortnight.
- Qualifying Period:** This position is subject to an initial six (6) month qualifying period.
- Annual Leave:** Four (4) weeks annual leave (pro rata) per annum plus 17.5% leave loading.
- Sick Leave:** Twelve (12) days sick leave (pro rata) per annum.
- Long Service Leave:** Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
- Pre-Employment Medical:** It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
- Security Check:** It is a condition of employment that appointees must undertake a police check and an employee Working with Children Check prior to commencement of work.

3. POSITION OBJECTIVES:

The Administration and Volunteer Support Officer provides integral support to the Corporate and Community Services directorate, as well as a direct contact at Council for volunteers.

4. KEY RESPONSIBILITY AREAS:

- Provide administrative support across Council's Executive Leadership Team and Corporate and Community Services Directorate, including the People and Performance, Communications, Customer Service, Community Wellbeing, Finance and Tourism and Economic Development teams, including but not limited to:
 - Data entry and document management.
 - Organising and filing completed paperwork.
 - Receiving and managing customer and volunteer enquiries.
 - Maintaining relevant registers.
 - Assisting with publishing and updating website information, forms and other relevant documents.
- Be the first point of contact in Council for volunteer enquiries.
- Liaise with Council's volunteers and provide support in ensuring administration and onboarding processes are adhered to in relation to volunteering for Hindmarsh Shire Council.
- Assist in the maintenance and administration of software and online systems relating to corporate and community services processes as directed by the Director Corporate and Community Services.
- Undertake such other duties and functions consistent with the area of work and responsibility as directed by the Director Corporate & Community Services.
- Contribute to the continuous improvement and productivity of the organisation's operations.

5. ORGANISATIONAL RELATIONSHIPS:

Reports to: Director Corporate and Community Services

Supervises: Nil

Internal Contacts: All staff including CEO, Directors and Managers

External Contacts: Council volunteers

6. OCCUPATIONAL HEALTH AND SAFETY:

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:-

- Take reasonable care for their own health and safety;
- Notify their Manager of their inability to carry out any physical task that is outside their capability;



- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace;
- Cooperate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of risk assessments;
- Complete Accident, Hazard and Near Miss Reports in a timely manner;
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety;
- Use protective equipment or clothing provided by Council at all required times;
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.

7. RISK MANAGEMENT:

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors;
- Take all reasonable action to protect Council assets from damage and or loss;
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

8. RECORDS MANAGEMENT

- Responsible for following Council records management processes and principles as contained within Council policies and procedures;
- Responsible for creating full and accurate records of activities and decisions relating to Council business; and
- Supporting the Records Management team with access to, and retrieval of, documents relating to Freedom of Information requests and public transparency principles contained in various Acts and regulations.

9. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide accurate information to prospective and current Council volunteers relating to registration processes.
- The role is responsible for providing administrative support to the Executive and Corporate and Community Services Directorate. The freedom to act is limited by standards and procedures but will involve the discretion of the incumbent.
- The incumbent will plan their work at least a week in advance.
- Freedom to act is limited by standards and procedures.



10. JUDGEMENT AND DECISION MAKING:

- The objectives of the work are usually well defined, with the particular method, technology or process selected from a range of alternatives.
- The work involves problem solving using procedures and guidelines and the application of professional knowledge.
- Guidance and advice is always available from the Director Corporate and Community Services within the time required to make a choice.

11. SPECIALIST KNOWLEDGE AND SKILLS:

- Understanding of the function of the position within its broader organisational context, including relevant policies, regulations and precedents.
- Appreciation of the long term goals of the Council.
- Understanding of the relevant technology, procedures and processes used in the organisation.
- Experience in the use of computers (including Microsoft Office suite) and other office technology.
- Ability to exercise discretion when dealing with confidential material.
- High level attention to detail.

12. MANAGEMENT SKILLS:

- This position will require skills in managing time and planning and organising one's own work to achieve targets.
- The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.

13. INTER-PERSONAL SKILLS:

- Excellent written and oral communication skills, including the ability to prepare routine correspondence and reports.
- Ability to gain the cooperation and assistance from others.
- Excellent customer service approach to both internal and external customers.

14. QUALIFICATIONS AND EXPERIENCE:

- Advanced word processing skills.
- Previous experience in an administration or customer service role.



- Current driver licence.

15. **EQUAL OPPORTUNITY:**

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

16. **PRIVACY AND CONFIDENTIALITY:**

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy Act (Cth), the Privacy and Data Protection Act (Vic), the Health Records Act (Vic) and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at Council for any purpose other than the discharge of official duties.

17. **KEY SELECTION CRITERIA:**

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria:

- Highly developed communication, organisation and interpersonal skills.
- Demonstrated experience in an administration or customer service role.
- Demonstrated ability to work in a team environment.
- Experience in the use of computers (including Microsoft Office suite) and other office technology.
- Ability to meet deadlines and maintain confidentiality.
- Willingness to undertake a pre-employment medical, police check and Working with Children Check.

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