

# TENTERFIELD SHIRE COUNCIL



**Position Information Package  
Records & Administration Officer  
Reference No: 09/20**

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<b>Item</b>
<b>Copy of Advertisement</b>
<b>Job Application Cover Sheet</b>
<b>Position Description (Including Selection Criteria)</b>
<b>Important Information for Applicants All applicants are requested to read this information</b>

**July 2020**



## Position Vacant

Applications are invited for the below position:

### **Records & Administration Officer – PV 09/20**

**Salary:** \$52,619 p.a. – \$59,306 p.a., plus 9.5% superannuation.

Tenterfield Shire seeks a highly motivated professional, with excellent communication and interpersonal skills, and relevant experience to deliver records and administration service functions for our proactive, rural Council.

This recently vacated full time position exists within our Customer Service, Governance & Records team.

The role assists the Records Coordinator in the efficient and effective operation of Council's day to day Records Management activities, ensuring compliance with relevant statutory and regulatory requirements and policies, and maintaining the integrity and confidentiality of Council's records, and provides administrative and customer service assistance to ensure the effective operation of other Council functions.

You will have a demonstrated ability to communicate effectively, with a high level of interpersonal skills, and have the ability to work as part of a team and independently. You will have highly demonstrated organisational and time management skills with the ability to adapt quickly as priorities change. You will be highly desired for your knowledge and experience working with records management systems, and completion of a relevant tertiary qualification or Certificate III/IV in Records Management.

Further information and details can be obtained in Council's **Position Information Package**, or by contacting Council's Manager Customer Service, Governance & Records or HR, Workforce Development & Safety on 02 6736 6000 (during business hours).

Applications **addressing the selection criteria** should be emailed to the Chief Executive at [council@tenterfield.nsw.gov.au](mailto:council@tenterfield.nsw.gov.au) quoting the reference number and be submitted by no later than **4pm, 16 July 2020**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect, & Excellence (ICARE).

Applicants must be an Australian citizen/resident, or hold a visa that allows employment in Australia.

Terry Dodds  
**Chief Executive**



**TENTERFIELD SHIRE COUNCIL  
JOB APPLICATION  
COVER SHEET  
Reference No 09/20**

**Position applied for:** **Records & Administration Officer**

**Mr**  **Family Name:** \_\_\_\_\_

**Mrs**  **Given Names:** \_\_\_\_\_

**Ms**  **Preferred Name:** \_\_\_\_\_

**Miss**

**Postal Address:**

**Telephone** (please ensure you can be contacted on this number during business hours i.e. 9am - 5pm)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Home:** \_\_\_\_\_

**Mobile:** \_\_\_\_\_

**Other:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Please tell us where you heard about this position** \_\_\_\_\_

**THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION**

**Address all correspondence to:**

Chief Executive  
Tenterfield Shire Council  
**Confidential: Job Ref No: 09/20 – Records & Administration Officer**  
PO Box 214  
**TENTERFIELD NSW 2372**  
[council@tenterfield.nsw.gov.au](mailto:council@tenterfield.nsw.gov.au)

**Job Enquiries:**

Manager Customer Service, Governance & Records  
Phone: (02) 6736 6000 (during business hours)  
Email: [council@tenterfield.nsw.gov.au](mailto:council@tenterfield.nsw.gov.au)

HR, Workforce Development & Safety  
Phone: (02) 6736 6000 (during business hours)  
Email: [council@tenterfield.nsw.gov.au](mailto:council@tenterfield.nsw.gov.au)



Position Description  
**Records & Administration Officer**

*Quality Nature - Quality Heritage - Quality Lifestyle*

<b>Division:</b>	Office of the Chief Corporate Officer
<b>Section:</b>	Customer Service, Governance & Records
<b>Position Identifier:</b>	RAO/V1
<b>Classification:</b>	Grade 8
<b>Industrial Instrument:</b>	Local Government (State) Award
<b>Location:</b>	Administration Building, 247 Rouse Street, Tenterfield.
<b>Date position description approved</b>	30 March 2018

**Council overview**

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

**Council values**

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

**Primary purpose of the position**

To assist the Records Coordinator in the efficient and effective operation of Council's day to day Records Management activities, ensuring compliance with relevant statutory and regulatory requirements and policies, and maintaining the integrity and confidentiality of Council's records.

Provide administrative and customer service assistance to ensure effective operation of other Council functions.

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## Key accountabilities

Within the area of responsibility, this role is required to:

- Assist in the operation and maintenance of Council's Records Management System, perform day to day records management activities, including capture and retrieval of information in a professional and confidential manner.
- Assist in the accurate and efficient recording and distribution of incoming correspondence.
- Ensure legislative compliance with the NSW State Records Act and adherence to Council's Records Management policy and procedures.
- Maintain the security and confidentiality of the Records Management system.
- Maintain a positive working relationship with relevant Council Divisions, ensuring the efficient communication of information required from Records. Respond to queries and provide support within set timeframes, and as directed by immediate Supervisor and or Manager.
- Assist in the maintenance of records, and areas of Council where records are stored and maintained, in compliance with Workplace Health and Safety requirements.
- Provide assistance and support to Customer Service, including answering phone enquiries and directing calls to the appropriate Council personnel.
- Maintain awareness of Council's website as an information resource.
- Provide assistance and support to Council's Records Coordinator.
- Provide administration support and customer service assistance, when required, and indicated by the Supervisor/Manager Customer Service, Governance & Records.
- Provide assistance to HR, Workforce Development & Safety staff in maintaining scanning and filing (hard copies) within Council's systems.
- Undertake other duties as assigned by the Records Coordinator or Manager Customer Service, Governance & Records, that are compatible with the job holder's level of skills, experience a capability.

## Key challenges

To assist with the accurate and effective records management for Council.

## Key internal relationships

Who	Why
All staff, Records Coordinator, Manager Customer Service Governance & Records.	Positional job requirements and tasks.

## Key external relationships

Who	Why
Customers, Ratepayers, Visitors, external stakeholders.	Service Delivery

## Key dimensions

### Reports to

Records Coordinator

### Accountable to

Manager Customer Service, Governance & Records





## Essential requirements

Flexibility and adaptability to working arrangements, to maintain the assistance and support required for Council's Records Coordinator.

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal attributes</b>	Manage Self	Intermediate
	Display Resilience and Adaptability	Adept
	Act with Integrity	Advanced
	Demonstrate Accountability	Adept
 <b>Relationships</b>	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 <b>Results</b>	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

## Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Understands what needs to be done and steps up to do it</li> <li>• Pursues own and team goals with drive and commitment</li> <li>• Shows awareness of own strengths and weaknesses</li> <li>• Asks for feedback from colleagues and stakeholders</li> <li>• Makes the most of opportunities to learn and apply new skills</li> </ul>
<b>Personal Attributes</b> Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> <li>• Is flexible, showing initiative and responding quickly to change</li> <li>• Accepts changed priorities and decisions and works to make the most of them</li> <li>• Gives frank and honest feedback / advice</li> <li>• Listens when challenged and seeks to understand criticisms before responding</li> <li>• Raises and works through challenging issues and seeks alternatives</li> <li>• Stays calm and acts constructively under pressure and in difficult situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Advanced	<ul style="list-style-type: none"> <li>• Models ethical behaviour and reinforces it in others</li> <li>• Represents the organisation in an honest, ethical and professional way and sets an example for others to follow</li> <li>• Promotes integrity, courage and professionalism inside and outside the organisation</li> <li>• Monitors ethical practices, standards and systems and reinforces their use</li> <li>• Proactively addresses ethical and people issues before they magnify</li> </ul>
<b>Personal Attributes</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>• Is prepared to make decisions within own level of authority</li> <li>• Takes an active role in managing issues in the team</li> <li>• Coaches team members to take responsibility and follow through</li> <li>• Is committed to safe work practices and manages work health and safety risks</li> <li>• Identifies and manages other risks in the workplace</li> </ul>
<b>Relationships</b> Communicate and Engage	Adept	<ul style="list-style-type: none"> <li>• Tailors content, pitch and style of communication to the needs and level of understanding of the audience</li> <li>• Clearly explains complex concepts and technical information</li> <li>• Adjusts style and approach flexibly for different audiences</li> <li>• Actively listens and encourages others to provide input</li> <li>• Writes fluently and persuasively in a range of styles and formats</li> </ul>

## Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Community and Customer Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer-focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Contributes to a culture of respect and understanding in the organisation</li> <li>• Creates an atmosphere of trust and mutual respect within the team</li> <li>• Builds cooperation and overcomes barriers to sharing across teams/units</li> <li>• Relates well to people at all levels and develops respectful working relationships across the organisation</li> <li>• Identifies opportunities to work together with other teams/units</li> <li>• Acts as a resource for other teams/units on complex or technical matters</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>• Builds a network of work contacts across the organisation</li> <li>• Approaches negotiations in the spirit of cooperation</li> <li>• Puts forward a valid argument using facts, knowledge and experience</li> <li>• Asks questions to understand others' interests, needs and concerns</li> <li>• Works with others to generate options that address the main needs and concerns of all parties</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</li> </ul>



## Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>Gathers and investigates information from a variety of sources</li> <li>Questions basic inconsistencies or gaps in information and raises to appropriate level</li> <li>Asks questions to get to the heart of the issue and define the problem clearly</li> <li>Analyses numerical data and other information and draws conclusions based on evidence</li> <li>Works with others to assess options and identify appropriate solutions</li> </ul>
<b>Results</b> Create and Innovate	Intermediate	<ul style="list-style-type: none"> <li>Researches developments and trends in the industry</li> <li>Thinks about issues and opportunities from different viewpoints</li> <li>Links together unrelated ideas or events to generate insights</li> <li>Identifies improvements to work systems, processes and practices</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Takes the initiative to progress own and team work tasks</li> <li>Contributes to the allocation of responsibilities and resources to achieve team/project goals</li> <li>Consistently delivers high quality work with minimal supervision</li> <li>Consistently delivers key work outputs on time and on budget</li> </ul>
<b>Resources</b> Finance	Foundational	<ul style="list-style-type: none"> <li>Shows respect for the value of public money</li> <li>Calculates and records financial information accurately</li> <li>Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines</li> </ul>
<b>Resources</b> Assets and Tools	Foundational	<ul style="list-style-type: none"> <li>Uses core work tools and equipment effectively</li> <li>Takes care of work tools, equipment, accommodation and community assets</li> </ul>
<b>Resources</b> Technology and Information	Intermediate	<ul style="list-style-type: none"> <li>Shows confidence in using core office software and other computer applications</li> <li>Makes effective use of records, information and knowledge management systems</li> <li>Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>
<b>Resources</b> Procurement and Contracts	Foundational	<ul style="list-style-type: none"> <li>Complies with basic ordering, receipting and payment processes</li> <li>Checks quotes and invoices for accuracy</li> <li>Checks that invoiced fees and charges match goods or services delivered</li> </ul>

## **Supplementary Information**

### **Selection Criteria**

**(Applicant must address all selection criteria)**

#### **Essential:**

1. Certificate III/IV in Recordkeeping, Information Studies, or significant professional experience.
2. Demonstrated knowledge of records or electronic file management principles and practices.
3. Demonstrated experience in the use of computerised information management systems, and Microsoft Office suite, such as Word and Excel.
4. Demonstrated understanding of the principles and practises of handling confidentiality information, and the ability to manage both oral and written confidential information.
5. Excellent Customer Service skills, demonstrating a high level of interpersonal, written and oral communication skills.
6. Demonstrated ability to coordinate tasks, set priorities and work to timelines in a high pressure and changing environment.
7. Demonstrated flexibility and adaptability in working arrangements, with the ability to achieve results.
8. Demonstrated ability to work in a team environment, work unsupervised and be self-motivated. Demonstrated ability to develop productive working relationships.
9. Knowledge of Workplace Health & Safety and Equal Employment Opportunity as they apply at the workplace level.
10. Current NSW Class C Driver's License or equivalent.

#### **Desirable:**

1. Previous experience in Local Government.
  2. Knowledge of legislation relevant to record keeping within Local Government.
  3. Certificate in Customer Service or equivalent.
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## **General Information**

### **Hours of work:**

Full time 70 Hour fortnight, with work hours generally 8:30am to 5:00pm Monday to Friday with a 43 minute lunch break. Corporate Services Staff adhere to a nine day fortnight policy.

Some variation in work hours will be required, depending on work status including overtime requirements and variation to RDO's.

### **Leave entitlements:**

These entitlements are in accordance with The NSW Local Government (State) Award, and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

### **Criminal Record Check:**

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

### **Medical examination:**

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

### **Performance Evaluation:**

Performance evaluation will be in accordance with Council policy.

### **WHS Responsibilities:**

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

### **Equal Employment Opportunity:**

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following:-

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

### **Smoke – Free Workplace:**

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

### **Learning and Development:**

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

### **Code of Conduct and Council Policies, Protocols, Procedures:**

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

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**Council Uniform:**

Administrative staff may participate in Council's Corporate Uniform Policy No. 4.032 (please discuss with the Manager HR, Workforce Development Safety at the time of appointment).

Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

**Physical:**

The incumbent must be physically able to carry out administrative tasks in an ergonomically safe and healthy manner.

**Job Description:**

This position description is indicative and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.

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## IMPORTANT INFORMATION FOR INTERNAL APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the selection criteria listed in the Position Description and how they present at interview.

### ***The Job Information Package***

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

### ***The Position Description***

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

### ***Selection Criteria (Essential and Desirable)***

**The Essential Criteria** must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

**The Desirable Criteria** enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria, but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following:-

**Demonstrated** means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

**Knowledge of or the ability to rapidly acquire the knowledge** of means that you already have the required knowledge or you can provide examples of past situations which have required the rapid acquisition of knowledge.

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**Thorough, sound or high level** indicates that a more advanced level of knowledge or skill may be required.

### ***Shortlisting and Interview***

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are held at Council Chambers. Face to face interviews are preferred; however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele conference. The same interview questions and format is followed for each candidate and the interview process usually takes 30 minutes.

### ***Referees***

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

### ***Appointment Process***

The process normally takes a few days up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical. If the applicant accepts the position, the HR, Workforce Development & Safety team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

### ***Some general points to remember when applying for a position***

- Applicants are encouraged to read the job Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed, and addressed to the Chief Executive.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.

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