

Position Description

Roads Delivery Support Officer

Division	Infrastructure & Assets
Business Unit	Roads Delivery
Location	Council Works Depot, Yass
Award Band	Administrative/Technical/Trades Band 2, Level 1
Position Number	461017
Salary Grade	Grade 8
Conditions	Permanent full-time
Date position description approved	10 October 2022

Council Overview

Yass Valley Council is a local government organisation employing over 150 staff and with an annual budget of \$50 million. Yass Valley Council (YVC) is managed by the Chief Executive Officer and three Directors. This management team ensures the continued delivery of excellent services and optimum infrastructure to residents and visitors. The three Directorates of YVC are Corporate and Community, Planning and Environment, and Infrastructure and Assets.

The Infrastructure & Assets Directorate comprises Waste Services, Roads Delivery, Facilities Maintenance, Workshop, Recreational Services, Water & Wastewater, Engineering Services, Facility & Waste Assets. The role of Roads Delivery Support Officer is located within the Roads Delivery team.

Council Vision

“To build and maintain sustainable communities while retaining the region’s natural beauty”.

Council Values



Primary Purpose of the Position

To provide administrative support to ensure the efficient delivery of Council's maintenance programs, projects and services that are administered by Roads Delivery Department.

Key Accountabilities

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

- Provide an administrative support service to the Roads Delivery Department.
- Participate and minute department meetings to ensure a continued understanding of work priorities and plans.
- Provide strong customer relations when interacting with general public, internal and external agencies.
- Ensure target response times are met for 'customer requests' when received from the public and provide acknowledgement letters and standard responses as required.
- Write targeted customer responses with technical support from the Roads Delivery staff
- Coordinate procurement processes including entering of purchase orders, receipting of goods, and reconciliation of credit card statements
- Provide regular reporting on accomplishments as well as outstanding requests, inspections, and defects from the digital maintenance management system.
- Administer 'Roads Maintenance Delivery' consumable stores:
 - Accountability and control of all store items,
 - Record keeping, reporting and stocktake,
 - Quantity control of ordering.
- Maintain Duty Officer roster and coordinate change-over of Duty Officer phone and duty officer folder on a weekly basis.
- Independently drive and record the road network if required
- Operate Council's computer-based systems such as: Microsoft Office, Reflect, Intellitrac and Magiq.
- Maintain the records management system of the Roads Delivery department.

Organisational Accountabilities

Code of Conduct: Comply with the minimum standards of conduct expected of employees as set out in Council's Code of Conduct.

Customer Service: Present a positive image of Council and provide an effective service to Council customers, the community and internal customers.

Equal Employment Opportunity: Promote a workplace free from discrimination and harassment by treating all colleagues and customers with respect and professionalism without regard to background or irrelevant personal characteristics.

Policies and Procedures: Comply with all Council's policies, procedures and guidelines.

Workplace Health and Safety: Take reasonable care for the health and safety of self and others. Comply with any reasonable instructions, policies and procedures given by Council.

Key Challenges

- Deliver a wide range of administrative functions to assist in the efficient and effective delivery of maintenance programs, projects and services outcomes in accordance with Council's Operational Plan and Delivery Plan.
- Assist in the development and promotion of more efficient work practices.

Key Internal Relationships

Who	Why
Manager Roads Delivery	Receive direction and support, provide advice and exchange information
Coordinator Works	Provide guidance support and exchange information
Finance and communication staff	Receive guidance and support in relation to financial management, procurement, stores and information to the community
All other staff	To foster teamwork and cooperation

Key External Relationships

Who	Why
External consultants, contractors and suppliers	Consult with and engage on matters as they relate to the Department

Key Dimensions

Decision making

The incumbent has the authority to take any reasonable steps to ensure the achievement of agreed objectives set out in the relevant business plan. The role may have delegations from the General Manager as set out in an instrument of delegation. All decisions must be in accordance with legislation and Council policies and procedures. Decisions should also be consistent with the objectives of Council's strategies and plans.

All staff have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed and implemented.

Reports to

Manager Roads Delivery

Direct reports

Nil

Essential Requirements

- A Certificate III in a relevant field and/or a minimum of two years' experience in providing general administration in a service delivery environment.
- Experience with Microsoft Office applications, particularly word documents and excel spreadsheets.
- General Construction Induction Card (white) or the willingness to obtain one.
- Current Class 'C' Drivers Licence.

Approval History

Stage	Date	Comment	MagiQ Reference
New position	10 October 2022		538674

Ownership and Approval

Responsibility	Role
Author	Manager Roads Delivery
Approver	Director Infrastructure & Assets