

General Information for the Position of Trainee Administration Officer

Further Information can be obtained from:

General Manager, Gary Woodman - (02) 6847 6600

Schedule 1

Advertisement for the Position

Trainee Administration Officer

POSITION VACANT

Trainee Administration Officer

Are you ready to take the first step toward an exciting and rewarding career in Local Government? We're on the lookout for a motivated and ambitious person to do an Administration Officer Traineeship. We are passionate about developing careers and supporting young people into the workforce. This is more than just a job – it's a launchpad for your future! Through this traineeship, you'll gain hands-on experience, build valuable administrative skills, and be supported every step of the way as you grow professionally.

About the Role

- ☐ Provide support to the administration, finance and reception functions of Council, including phone and email communication;
- ☐ Manage general admin tasks such as filing, preparation of reports, forms, and business correspondence;
- ☐ Maintain and update internal databases, spreadsheets, and records with a high level of accuracy;
- ☐ Assist with general tidiness and organisation of the workspace;
- ☐ Supporting the team with ad hoc administration tasks as required; and
- ☐ Communicate effectively with ratepayers and team members.

About You

- ☐ Enthusiastic and eager to learn;
- ☐ Reliable and punctual;
- ☐ Good written and verbal communication skills;
- ☐ Strong attention to detail and the ability to follow instructions;
- ☐ Able to work well both within a team and autonomously;
- ☐ Ability to follow and adhere to Policies and Procedures; and
- ☐ Good communication skills.

Benefits

- ☐ Earn while you learn!
- ☐ Receive a nationally recognised Certificate III in Business Administration qualification upon completion; and
- ☐ Be part of a dynamic, friendly, and supportive team.

The successful applicant will undertake training towards gaining a Certificate III qualification in Business Administration. Ideally the successful applicant will have basic skills in the use of computers, basic knowledge of digital media, and have a Class C motor vehicle licence or be progressing to gain one.

The successful applicant will be subject to a pre-employment medical assessment prior to confirmation of employment. The period of the Traineeship is two years. At the completion of the Traineeship, employment with Warren Shire Council is not guaranteed and will be subject to available funding to support a position.

Employment Conditions

Conditions of employment are in accordance with the Local Government (State) Award, and Council's Salary System within Operational Band 1, Level 1, T1 to T4, with the current salary range between \$482.00 to \$827.40 per week depending on age and experience.

The position is full time Monday to Friday (8.30am to 5pm with a one-hour lunch break) and include study time to work towards the completion of a Certificate III in Business Administration.

Applications

If this sounds like the opportunity you've been looking for, an Information Package must be obtained by attending the Administration Centre, 115 Dubbo Street, Warren or by visiting Council website www.warren.nsw.gov.au.

All applications should be addressed to the General Manager and include your Resume and the completed 'Employment Application Form' from the Information Package, along with two referees. If possible, at least one of these referees should be a work related. However, if you have not had previous employment or work experience, the names of two non-family member referees will be accepted.

Applications can be lodged:

- ☐ Via mail – P.O. Box 6, Warren, NSW, 2824
- ☐ In person – 115 Dubbo Street, Warren, NSW, 2824
- ☐ Via email – hr@warren.nsw.gov.au

For enquiries contact General Manager, Gary Woodman on (02) 6847 6660.

Schedule 2

Position Description

Trainee Administration Officer

Position Description

Trainee Administration Officer

Department	Executive Office
Location	Warren
Classification/Grade/Band	Operational Band 1, Level 1, T1-T5
Immediate Supervisor	Executive Assistant to the Mayor and GM
Responsible Officer	General Manager
Date position description approved	May, 2025

Council Overview

Warren Shire Council is a multipurpose organisation that provides services in the areas of roads, water, sewerage, waste management and recreational facilities. Our vision is to encourage community growth and development for present and future generations.

Council Values

- A safe and attractive working and living environment that will attract skilled people;
- A Shire that has a diverse and stable economy;
- A Shire that has quality and well-maintained infrastructure;
- A place that encourages vitality and leadership in the community;
- A Council that provides quality and cost-effective services, and that partners with the community in decision-making; and
- A community that is inclusive and encourages the development of its young people.

Commitment to Council's values of safety, harmony, integrity, respect, and engagement is essential to assist in delivering our vision to the community.

Primary Purpose of the Position

The Trainee Administration Officer will:

- ☐ Provide support to the administration, finance and reception functions of Council, including phone and email communication;
- ☐ Manage general admin tasks such as filing, preparation of reports, forms, and business correspondence;
- ☐ Maintain and update internal databases, spreadsheets, and records with a high level of accuracy;
- ☐ Assist with general tidiness and organisation of the workspace;
- ☐ Supporting the team with ad hoc administration tasks as required; and
- ☐ Communicate effectively with ratepayers and team members.

Physical Demands

The position holder is required to be physically fit as they are likely to be exposed to a range of indoor activities including prolonged standing, sitting, close eye work; dealing with the public; meeting deadlines.

Key Accountabilities

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

- ☐ Support and assist the Executive Office and Finance Department to meet key targeted legislated tasks and other obligations under the Local Government Act.
- ☐ Ensure courteous, accurate and professional customer service and assistance is provided to the public by following established Policies, Procedures and Guidelines.
- ☐ Provide a friendly, caring, helpful, cost effective and operationally efficient service to residents and visitors to Warren Shire.
- ☐ Have a professional presentation at all times.
- ☐ Help in the updating of databases, registers and reference materials.
- ☐ Complete stationery orders as required.
- ☐ Help with activities or events that relate to Council.
- ☐ Assist with the Council website.
- ☐ Assist with the Council's social media platforms.
- ☐ Ensure all Council WHS Policies and Procedures are always adhered to.
- ☐ Ensure that all possible security and safety measures are adhered to.
- ☐ Actively contribute to staff and team meetings.
- ☐ Attend scheduled training and progress in line with traineeship requirements.
- ☐ General Office duties and administrative support where required.
- ☐ Promoting a positive image of Council and Warren Shire.

This is not an exhaustive list of duties, and the trainee may be required to undertake other duties that are within the limits of their ability, competence and training and to support the learning requirements of their traineeship.

Key Challenges

Within the area of responsibility, the key challenges of this role are identified as:

- ☐ Scheduling your time to fulfil the duties of the position.
- ☐ Supporting and assisting the Executive Office with Council's obligations for the administration and required compliance of meeting records.
- ☐ Supporting and assisting the Executive Office and Finance Development with administration support.
- ☐ Work collaboratively within Council Departments/teams.

Key Corporate Responsibilities

Work Health & Safety

All employees are responsible for WHS at Warren Shire Council and their duties include:

- ☐ Working in a safe manner without risk to themselves, others, Council's equipment or the environment.
- ☐ Reporting all WHS hazards and incidents to their supervisor.

- ☐ Reporting all injuries and illnesses to their supervisor and the Work Health Safety/Risk Officer within 24 hours.
- ☐ Providing suggestion, through agreed consultation method, on how to improve WHS issues.
- ☐ Seeking assistance if unsure of WHS procedures.
- ☐ Reporting any faulty equipment or plant to their supervisor.
- ☐ Participate in WHS consultation arrangements in your workplace.
- ☐ Complying with any Return-to-Work Plan if injured.
- ☐ Correctly using all personal protective equipment.
- ☐ Complying with emergency and evacuation procedures.

Customer Service

Project and promote a positive and efficient image of Council through maintaining professional standards and presentation. Take a pro-active approach to providing excellent customer service to both internal and external customers.

Council's Policies and Procedures

Comply with all Council Policies and Procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's related Policies and Procedures. Take appropriate action to ensure a harassment free workplace.

Ethical Conduct

Comply with the requirements of Council's Code of Conduct.

Key Internal Relationships

Who	Why
Executive Assistant to the Mayor and GM	<input type="checkbox"/> Respond to work requests. <input type="checkbox"/> Report on outcomes
Administration Officers	<input type="checkbox"/> Day to day communications <input type="checkbox"/> Respond to work requests, under the direction of the Executive Assistant to the Mayor and GM
All Management and Other Staff	<input type="checkbox"/> Day to day communications regarding the operations of the Executive Office.

Key External Relationships

Who	Why
General Public/Customers	<input type="checkbox"/> Providing customer service in person, over the phone, through emails and via website enquiries.
Councillors	<input type="checkbox"/> Dissemination of information in collaboration with the Executive Assistant to the Mayor and GM.

Delegations of Authority

Delegations for this position shall be issued by the General Manager.

Essential Requirements

Basic computer skills

Basic understanding of social media

Current C Class Driver's License or in the process of obtaining a full C Class Licence.

Ability and willingness to work in a small team environment.

School Certificate





Desirable Requirements

Basic understanding of administrative tasks.

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://capability.lgnsw.org.au/local_government_capability_framework.pdf

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.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and engage	Foundational
	Community and Customer Focus	Foundational
	Work Collaboratively	Foundational
	Influence and negotiate	Foundational
 Results	Plan and prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	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 an intermediate level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioral Indicators
Personal Attributes Manage Self	Foundational	<input type="checkbox"/> Checks understanding of own role within the team <input type="checkbox"/> Proactively seeks instruction and guidance <input type="checkbox"/> Approaches work tasks with energy and enthusiasm <input type="checkbox"/> Stays up to date with knowledge, training and accreditation in relevant skill areas <input type="checkbox"/> Is willing to learn and apply new skills <input type="checkbox"/> Learns from mistakes and the feedback of others
Personal Attributes Act with Integrity	Foundational	<input type="checkbox"/> Is open and honest <input type="checkbox"/> Tells the truth and admits to mistakes <input type="checkbox"/> Follows the Code of Conduct, policies and guidelines <input type="checkbox"/> Has the courage to speak up and report inappropriate behaviour and misconduct
Relationships Community and Customer Focus	Foundational	<input type="checkbox"/> Shows awareness that he/she is working for the community <input type="checkbox"/> Shows respect, courtesy, and fairness when interacting with customers and members of the community <input type="checkbox"/> Listens and asks questions to understand customer/community needs <input type="checkbox"/> Informs customers of progress and checks their needs are being met

Local Government Capability Framework		
Group and Capability	Level	Behavioral Indicators
Relationships Work Collaboratively	Foundational	<input type="checkbox"/> Keeps Team and Supervisor informed of what he/she is working on <input type="checkbox"/> Shares knowledge and information with team members and other staff <input type="checkbox"/> Offers to help colleagues and takes on additional tasks when workloads are high <input type="checkbox"/> Is aware of the wellbeing of coworkers and provides support as appropriate <input type="checkbox"/> Is open to input from people with different experiences, perspectives and beliefs
Results Plan and Prioritise	Foundational	<input type="checkbox"/> Understands team objectives and own contribution <input type="checkbox"/> Plans and organises own work tasks <input type="checkbox"/> Manages time appropriately and re-prioritises as required <input type="checkbox"/> Identifies and informs supervisor of issues that may impact on completion of tasks
Results Think and Solve Problems	Foundational	<input type="checkbox"/> Finds and checks information needed to complete own work tasks <input type="checkbox"/> Breaks down information and issues into component parts <input type="checkbox"/> Thinks through the options available and checks his/her suggested approach <input type="checkbox"/> Refers complex issues and problems to a manager/supervisor
Resources Technology and Information	Foundational	<input type="checkbox"/> Shows confidence in using the technology required in the role <input type="checkbox"/> Uses technology appropriately, in line with acceptable use policies <input type="checkbox"/> Completes work tasks in line with records, information, and knowledge management policies

ACKNOWLEDGEMENT

I have read and understood the contents of this position description and agree that they accurately reflect the requirements and responsibilities of this position.

Employee's Name: _____

Signature: _____

Date: _____

Supervisor: _____

Signature: _____

Date: _____

WARREN SHIRE COUNCIL

Competencies and Skills

Job Title:

Trainee Administration Officer

Band: Operational Band 1

Level: 1 (Juniors and Trainees)

[illegible]

Schedule 3

Employment Application Form

(Return this section with your Resume)

Trainee Administration Officer

Employment Application Form

Privacy Statement:

As part of the recruitment process Warren Shire Council will be collecting information about you. This information is private information for the Privacy and Personal Information Protection Act. This information will be included in the recruitment file and accessed by Council Human Resources staff and members of the Recruitment Selection Panel. Applicants may request their information be returned to them at the conclusion of the recruitment process.

Personal Details * Required Fields

First Name*	Last Name*
E-mail*	
Phone*	Mobile
Street Address*	Postal Address*
City, Town, Suburb*	Postcode*
Country*	State*

Questions

<p>1. Please indicate your eligibility to work in Australia*</p> <p>a. Australian/New Zealand Citizen</p> <p>b. Permanent Resident</p> <p>c. Current Visa including Visa Class and duration (expiry date)</p> <p>d. None of the above</p>
<p>2. If you answered Current Visa or None of the above, please provide details of your eligibility to work in Australia including Visa date or issue and any Visa restrictions.</p>
<p>3. Have you read and understood the position description and the requirements for the position for which you are applying? *</p> <p>a. Yes</p> <p>b. No</p>
<p>4. Have you ever previously been employed by Warren Shire Council? *</p> <p>a. Yes</p> <p>b. No</p>

5. If you answered Yes to the above question, please provide details of your employment (dates of employment and job/position title) *

6. Please explain your motivation for applying for this position and why you believe you are a suitable candidate*

7. Do you have any trade certificates, university or TAFE certificates or other (traffic control, etc.)? *

a. Yes

b. No

8. If you answered Yes to the question above, please outline your qualifications and your experience in relation to this position within Local Government*

Attach certified copies of all relevant documentation to this application*

9. What Class of motor vehicle driving licence do you hold? *

a. None b.

Class C c.

Class LR

d. Class MR

e. Class HR

f. Class HC

g. Class MC

h. Other (please explain)

State of Issue:

Expiry Date:

10. What is your local area knowledge for attractions, businesses and services? *
11. Have you had experience working in a customer service environment? * a. Yes b. No
12. If you answered Yes to the above question, please detail your experience including examples*
13. Data recording, internet research and skills in providing detailed information are essential in this role. Provide actual examples of your experience of these skills*
14. Equal Employment Opportunity - Please note that providing this information is voluntary, any information you provide will remain confidential and will only be used for the gathering of statistical data. Are you Male or Female? a. Male b. Female
15. Do you identify as Aboriginal or Torres Strait Islander? a. Yes b. No
16. Is English the primary language spoken at home? a. Yes b. No

17. Do you have a disability?

a. Yes

b. No

18. If you answered Yes to the question above, please state what support or assistance you may require to help through the recruitment process.