



POSITION DESCRIPTION

TEAM LEADER – Corporate Services

CLASSIFICATION:	CONTRACT – (\$71,682)
SECTION:	CORPORATE & COMMUNITY SERVICES
REPORTS TO:	COORDINATOR CUSTOMER & COMMUNITY SERVICES

POSITION OBJECTIVES

In support of the Corporate & Community Services Department lead the provision of assigned corporate and financial services whilst delivering a high standard of customer service to all internal and external customers of Council.

KEY RESPONSIBILITIES & DUTIES

Leadership and Organisation

In support of the Management Team:

- Demonstrate the highest level of professionalism and adherence to West Coast Council Values.
- Actively contribute to the strategy, direction, operation, analysis, and evaluation of the department.
- Assist with the delivery of assigned Annual Plan action items
- Embrace continuous improvement by identifying areas for cost saving or operational improvement and implementing those improvements.
- Support positive change in the organisation.
- Support interaction, collaboration and understanding within and across Council departments.
- Assist with the development and coordination of correspondence including report writing.
- Proficient delivery of customer service to all clients of Council.
- Perform, as directed, other duties, including managing projects or operations, that are within the limits of the incumbents' skill, competence, and training.

Areas of Specific Responsibility:

Corporate Services

- Research and develop HR policies and procedures utilising contracted HR specialists.
- Coordinate staff training and maintaining staff training records including identification of training needs and opportunities.
- Assist with the development of the Enterprise Bargaining Agreement and maintain full knowledge of the agreement and any associated employment Acts and legislation.
- Maintain electronic personnel files to ensure all documentation is treated with confidentiality.
- Provide assistance with the delivery of recruitment processes including but not limited to collation of position descriptions, position advertisements, collation of applications received and correspondence.
- Support implementation of HR policies, including through supporting managers in performance management and discipline processes.
- Provide administrative support for corporate service delivery including legal, insurance, IT and financial control.
- Maintenance of council records management systems.
- Contribute to the improvement of council business systems and the identification and implementation of cost saving or performance improving measures.

Revenue and Financial Services

- Provide assistance with the preparation of the rates resolution and annual striking of municipal rates, in accordance with the Council Rates policy
- Assist with processing of payroll and creditors in accordance with the Finance Delegation Policy.
- Provide assistance with the delivery of administrative and financial services as required.
- Preparation of supplementary valuations as provided by the Valuer General, including preparation of supplementary rates notices and correspondence.
- Actively assist with the delivery of municipal rates correspondence including but not limited to collation of reminder notices, Pension Rate Remission Claims, and lodgement of rates arrears.
- Support revenue control activities including debt collection and contract management.

WORKPLACE HEALTH & SAFETY

- Lead adherence to best-practice WHS policies and procedures across Council in conjunction with the General Manager and the leadership team.
- Set the best possible example in taking responsibility for individual / own health and safety and that of others in the workplace. This includes the reporting of incidents involving injury and near misses.

QUALIFICATIONS AND EXPERTISE

Formal Qualifications

- Current driver's license
- Completion of post-secondary qualifications will be highly regarded

Experience & Knowledge

- Experience of working within a team environment in customer service.
- Ability to deal effectively with all customers of Council.
- Knowledge of computerised data entry systems is desirable.
- Demonstrated keyboarding and proofing skills.
- Previous experience with payroll and creditors entry and procedures.
- High-level of computer literacy and accurate data entry.
- Highly developed customer services skills.
- Demonstrated high-level written and verbal communication and interpersonal skills.
- Ability to work in a team and to exercise tact, discretion, and sound judgement.
- Demonstrate a courteous disposition and a helpful and friendly demeanour.
- Display an attitude of discretion and integrity.
- Understanding of time management and the ability to develop, maintain and monitor own work program to meet deadlines.

Personal Attributes

- Inclusive and effective communication skills and techniques with an ability to respectfully engage with, and to communicate concepts to others.
- Mature pleasant disposition, displaying an attitude of discretion and integrity.
- High standard of ethics and integrity which inspires trust and confidence.
- Strong commitment to organisational goals and customer service with a demonstrated capacity to project a positive public image for Council through appropriate behaviour and attire.
- Demonstrated willingness to participate in self-development programs to enhance the personal contribution to the organisation.
- Highly motivated with the ability to work in a team environment.

SELECTION CRITERIA

- Previous administrative experience in either local government or private sector.
- Previous experience understanding and interpreting Acts and legislation.
- Demonstrated commitment to organisational goals and customer service with a demonstrated capacity to project a positive public image for Council through appropriate behaviour and attire.
- Completion of daily-allocated tasks in a high-level manner.
- Proficiency with computers and comprehensive skills in Microsoft Office applications.
- Experience in, or ability to deliver, effective management of operations within time and resource constraints while meeting performance expectations.
- Experience in, or ability to, effectively execute high quality customer and community services.
- Ability to drive continuous operational improvements with a focus on service and consistency improvements and delivering cost efficiencies.
- High-level written and verbal communication and consultation skills.
- High-level problem-solving ability including the ability to seek innovative solutions in a collaborative environment.
- Demonstrated ability to quickly learn new skills and adapt to new challenges.
- Demonstrated ability to effectively contribute to an organisation outside of your assigned area.
- Ability to work proficiently under pressure.