



Shire of Derby / West Kimberley

POSITION DESCRIPTION

Administration Officer

September 2025

Position Title:	Administration Officer
Classification:	Level 3
Unit:	Various
Department:	Various
Responsible to: (Immediate Supervisor)	Line Manager
Incumbent:	
Prepared By:	People and Culture
PD Reviewed and/or Updated:	September 2025

SDWK Vision: A place where people want to live, invest, visit and return to

SDWK Values:

We are **PROUD** of who we are and where we live.

We will create a **POSITIVE LEGACY** for our children and children's children.

We will go about our business with **INTEGRITY, TRANSPARENCY and AUTHENTICITY**.

We value and **RESPECT** what our community has to say and will strive to make things happen.

We are **PROUD** of and value the **KNOWLEDGE** of our diverse and strong people and cultures.

We value our **RELATIONSHIPS** and will work with others to achieve common goals and gain maximum impact.

We are **PROUD** of and **COMMITTED** to the responsible preservation of our unique natural environment and making sure our built environment reflects our current and future needs.

We are open for and encourage business, industry and all aspects of **COMMUNITY DEVELOPMENT**, particularly our thriving arts and cultural scene.

Derby

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Fitzroy Crossing

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1. POSITION OBJECTIVES

To deliver quality and responsive administrative services, provide accurate information, and support Shire operations through efficient and confidential administration, customer service, data entry, document preparation, and communication.

The role requires flexibility, attention to detail, and a commitment to continuous improvement in administration practices.

2. KEY RESPONSIBILITIES

OUTCOME: Administrative Support

- Provide general administrative support to the department and the organisation as required, including document management and routine correspondence.
- Provide clerical and secretarial support including assistance with travel and meeting arrangements, booking venues and catering for meetings/events.
- Prepare, edit, and format professional correspondence, reports, registers, and presentations.
- Accurately record of correspondence and records for the Shire, in both electronic and hardcopy forms where applicable.
- Maintain filing systems and accurate records in line with records management requirements.

OUTCOME: Customer Service

- Contribute to customer service by answering phones, greeting visitors, and providing information in a courteous manner.
- Assist with resolving public and staff queries, complaints or requests in a professional manner.
- Communicate requests and instructions efficiently, escalating issues if required.
- Liaise with key stakeholders, including ratepayers, government agencies, suppliers, and the general public.
- Maintain effective and co-operative communication with businesses, ratepayers and other stakeholders, to ensure ethical and transparent working relationships are maintained in carrying out Council policies.
- Maintain the customer service standards in accordance with the Shire's Customer Service Charter
- Participate in team meetings, briefings; and training and development opportunities to improve knowledge and customer service team work.

OUTCOME: Compliance

- Ensure compliance with relevant policies, procedures, and legislation, including local government recordkeeping and privacy obligations.
- Appropriately record and store documentation in line with the organisation's record management procedures.
- Follow procurement guidelines when carrying out purchasing activities.
- Adhere to the Shire's Code of Conduct.

OUTCOME: Work Health and Safety

- Take personal responsibility for safety and comply with safety and health instructions.
- Ensure that all hazards and incidents/accidents are properly and promptly reported.
- Undertake duties and operate plant, equipment, appropriate devices and protective equipment in accordance with demonstrated safety procedures and proper instruction.

The position description is not intended to be an exhaustive list of duties of the position. The position will be required to undertake other duties as required having regard to the incumbent's skills and experience in accordance with the level expectations of the Enterprise Agreement and related policies.

3. ORGANISATIONAL and BEHAVIOURAL CAPABILITIES

- **Teamwork** – To value other team member's contributions and work effectively as a member of a high performance work team. To demonstrate flexibility in work practices. Works in a collaborative, cooperative and positive manner that is considerate of others. Leads, supports and helps others in line with job level.
- **Customer Service** – Works at all times to provide customer service excellence, and in line with customer service standards, obligations and protocols; includes external and internal customers.
- **Workplace Health and Safety** – Comply with all statutory obligations, including the Local Government, Equal Employment Opportunity (EEO), Organisational Risk Management and current OSH Acts, regulations and Code of Practice. Not wilfully place at risk the health or safety of any person in the workplace.
- **Compliance** – Ensure compliance with relevant legislation, policies and procedures.
- **Workflow and Task Management** – Progression of tasks, events, interactions that comprise sequential work processes that add value to the Shire's activities.
- **Communication** – Value and encourage communication between individuals, teams and work groups. Communicates clearly, thoughtfully and appropriately, both verbally and in writing. Is regarded as appropriate when dealing with others.
- **Conflict Management** – Recognising and dealing with disagreement in a rational, balanced and effective way.
- **Planning and Organising** – Effectively plans, priorities and organises own work, plus that of others as appropriate to job level, resulting in best outcomes.
- **Integrity** – Adherence to a moral code, reflected in transparent honesty, in thoughts, words and actions.
- **Professionalism** – Demonstrates behaviours consistent with the shires values. Upholds the highest standards and maintains the required skill and knowledge levels.
- **Problem Solving** – Identifies and investigates in an appropriate and thorough manner. Working to reach solutions.
- **Leadership and Management** – Effective use of influencing skills to achieve job and project outcomes where you do not have direct accountability for people or resources.

4. ORGANISATIONAL RELATIONSHIPS

Responsible to: Line Manager
Supervision of: NIL

Internal/external liaison:

Internal

- Executive Leadership Team
- Senior Management Group
- Shire Councillors
- All Employees of the Shire Organisation

External

- Local Contractors and Business
- Procurement Organisations
- WA Local Government Association
- Government Agencies
- General Public and Residents

5. SELECTION CRITERIA

Knowledge, Skills and Experience:**Essential:**

- Experience in administration or office support roles.
- Experience handling confidential information, with high standards of integrity and discretion.
- Good written and verbal communication skills; able to work effectively as part of a team.
- Competence in Microsoft Office and digital systems.
- Strong organisational and time management skills, with ability to adapt to changing tasks or priorities as required.
- Current "C" Class Driver's Licence.
- Current National Police Clearance.

Desirable:

- Awareness of local government procedures and statutory requirements.
- Experience or training in a customer service or administrative field.
- Business Administration Certificate II or similar level of experience

6. POSITION DESCRIPTION ADMINISTRATION

The successful applicant will be required to submit the following documentation prior to commencement:

- National Police Clearance
- Copies of Certified Qualifications
- Drivers Licence

The Shire of Derby/West Kimberley will reimburse the cost of the Police Clearance and pre-employment medical.

I acknowledge the information contained in this position description is intended to describe the nature and level of work to be performed, that is it not an exhaustive list of all the responsibilities, duties or skills required in the role.

Signing this position description indicates agreement and acceptance of the contents and conditions.

I also understand that this position description may be further reviewed at a future date.



Manager People and Culture

17 September 2025

Date



Tamara Clarkson
Chief Executive Officer

17 September 2025

Date