



SORELL COUNCIL

POSITION DESCRIPTION

Position Title	Works Support Officer – Recreation (Land Improvements)
Workgroup	Facilities & Recreation
Reports to	Manager - Facilities & Recreation
Classification	4
Employee Status	Part-Time (0.6FTE)
Location	DEPOT

Primary Position Purpose

The **Works Support Officer – Recreation (Land Improvements)** is responsible for the provision of high-level administration and budgeting support to the Manager Facilities & Recreation.

A primary focus of the role is to ensure the efficient operation of the land improvements workgroup and the effective delivery of services, in accordance with Council's strategic, operational and policy directions, ensuring compliance with all regulatory and statutory requirements.

Skill Based Classification Descriptors

The position is classified as a Level 4, the following skill descriptors apply to this level.

Authority & Accountability	Work performed is within general guidelines. May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels. Responsible for leading employees in operational duties or the application of trades, administrative or technical skills.
Judgment & Problem Solving	The nature of the work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes. Guidance is available from more senior staff.
Specialist Skills & Knowledge	Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position. Performance of trades and non-trade tasks incidental to the work.
Management Skills	Provide employees with on-the-job training, guidance and basic knowledge of the workplace policies and procedures. Employees may lead small groups of employees at the 'work face'.
Interpersonal Skills	Employees at this level require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters.
Qualifications & Experience	Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through: (a) A trade certificate or equivalent. (b) Completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade). (c) Knowledge and skills gained through on-the-job training.

Key Responsibilities

Administrative and Operational Support

- Provide high-level administrative support to the Facilities & Recreation workgroup, ensuring smooth daily operations.
- Respond to and manage customer service requests (CRMs) related to Land Improvements and assist with Community Facilities, ensuring prompt and satisfactory resolution.
- Assist with the completion of estimate compilation, cost reporting and purchase orders.
- Maintain online induction system and oversee online inductions for contractors, ensuring all inductions are completed and compliant.
- Act as the Deputy Recovery Coordinator to the Emergency Management Coordinator.

Land Improvements Support

- Administer and maintain Council's Maintenance Management System (Assetic), including accurate data entry, record keeping and generation of work orders.
- Ensure timely and accurate entry of employee timesheets in accordance with payroll schedules and the Enterprise Agreement.
- Monitor and manage the allocation of resources, plant and materials in line with Council procedures and budgetary requirements.
- Support work crews in meeting WHS (Work Health and Safety) regulations, including the procurement and distribution of appropriate PPE.
- Contribute to the planning and scheduling of maintenance activities to optimise workforce efficiency and service delivery.

Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

Position Dimensions**Key relationships and influences**

Who	Why
Internal	
Customer & Business Support	Work in partnership with Customer & Business Support to ensure delivery of effective customer service.
Workgroup Manager and Works Supervisors	Work in partnership with Workgroup Manager and Works Supervisors to ensure effective delivery of services while maintaining record systems.
Infrastructure & Assets	Work collaboratively with Infrastructure & Assets for advice and assistance on planned and unplanned activities.
External	
People who live, work, or visit Sorell	This position delivers services that directly benefit our customers via Council's various customer contact channels.
Elected Council Members	This position provides support to Councillors who directly serve the people of Sorell.
Contractors	This position may be required to work in collaboration with Council approved contractors to complete planned and unplanned works.

Resources and Budgets

Direct Reports	NIL	Financial Delegation & Reporting	In accordance with Council policies and procedures.
Indirect Reports	NIL	Statutory Appointments	In accordance with Council policies and procedures.
Total	NIL	Delegations	In accordance with Council policies and procedures.

Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

Workplace Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act.
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
- Avoid, eliminate or minimize hazards within your control, and immediately report.
- Attend and actively participate in training programs provided in the interests of Health and Safety.
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with the Council's Risk Management Framework.
- Complete Council's induction requirements

Record Management

Sorell Council uses a record management system, Magiq Docs. All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All

employees of Council are required to use the Magiq Docs system to retain records and documents relating to Council business as part of their employment

Key Selection Criteria

Essential:

- Demonstrated experience in providing high-level administrative support, including managing customer service requests and coordinating operational tasks.
- Proficiency in using business systems for data entry, record management and reporting, with particular attention to accuracy and compliance.
- Ability to assist with financial processes, including cost reporting and managing purchase orders.
- Understanding of contractor and employee compliance requirements, including maintaining induction systems and overseeing WHS support.
- Strong organisational and time management skills, with the ability to coordinate resources, support scheduling and ensure timely payroll-related data entry.

Desirable:

- Local Government experience

Authorisation			
I hereby agree that this position description accurately reflects the work requirements.			
Manager name			
Manager signature		Date	
Employee name			
Employee signature		Date	
GM Name			
GM Signature		Date	