

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Infrastructure Support Officer	Designation & Classification Level	Level 6
Position No	NEW	Division	Infrastructure Services and Planning
Business Unit	Infrastructure Services and Planning	Reports To	General Manager, Infrastructure Services and Planning
Location	Katherine	Date Created	June 2022
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>The Infrastructure Support Officer plays a key role in providing comprehensive support across various aspects of infrastructure projects, contract management, and asset management. This role requires a detail-oriented individual with a strong understanding of infrastructure systems, contract administration, and asset maintenance practices.</p> <p>To provide confidential executive support to the General Manager and assist members of the Infrastructure Services and Planning team.</p> <p>Contribute to a professional and compatible work environment by providing a helpful, efficient and courteous service to all internal and external customers to reflect a positive corporate image of the Roper Gulf Regional Council.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <p>Infrastructure Project Support:</p> <ul style="list-style-type: none"> • Collaborate with the projects team to facilitate the execution of infrastructure projects from inception to completion. • Assist in project planning, scheduling, and resource allocation to ensure timely and cost-effective project delivery. • Conduct research and analysis to support decision-making processes related to infrastructure development initiatives. <p>Contract Management:</p> <ul style="list-style-type: none"> • Administer contracts with vendors, suppliers, and contractors involved in infrastructure projects, ensuring compliance with contractual agreements and regulatory requirements. • Monitor contract performance and milestones and communicate effectively with stakeholders to address any deviations or issues. • Facilitate the procurement process for infrastructure-related goods and services, including drafting requests for tenders, tender preparation and evaluating vendor proposals. <p>Asset Management Assistance:</p> <ul style="list-style-type: none"> • Assist in maintaining accurate records of infrastructure assets 			

Documentation and Reporting:

- Maintain comprehensive documentation related to infrastructure projects, contracts, and asset inventory.
- Assist in preparation of regular reports and presentations on project status, contract performance, and asset utilisation for management review.
- Ensure compliance with internal policies, industry standards, and regulatory requirements in all documentation and reporting activities.

2. Organisational Sustainability

- Handle emergencies and complaints in a prompt, efficient and courteous manner in the General Manager's absence and refer matters to others when relevant.
- Maintain a high level of communication and information distribution between Council departments, community and external stakeholders, as required.
- Actively participate in preparing Strategic, Regional and Operational Plans, the Annual Report and other documents as required.
- Work closely with the Governance team to ensure connectivity between Local Authority and other Council meeting outcomes and the operational and project delivery staff of Council, as applicable to Infrastructure Division.
- Perform other reasonable administration duties within the scope of the relevant level as directed by the General Manager.

3. Quality and Continuous Improvement

- Influence administrative teams in communities by building relationships and ensuring they have relevant training to assist them where needed.
- Use initiative and problem solving techniques to ensure tasks are carried out efficiently and effectively.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times. Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

4. Work Health & Safety

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

4. SELECTION CRITERIA

ESSENTIAL

1. Diploma or Advance Diploma in Business Administration or similar and/or a minimum of two (2) years relevant experience.
2. Previous experience providing executive assistance in a professional environment.
3. Exceptional interpersonal skills, including demonstrated experience liaising with a wide range of internal and external clients to build and maintain relationships
4. Proven ability to provide training and guidance/mentorship in a cross cultural environment and across varying levels of literacy and English language proficiency.
5. High level administrative skills including word processing, agenda and minute preparation, report collations.
6. Strong computer skills and highly proficient in the use of Microsoft Office Suite applications.
7. Demonstrated high level organisational and time management skills with proven ability working in a busy environment, performing under pressure while maintaining a high attention to detail.
8. Demonstrated ability to summarise information concisely and accurately from written and verbal sources.
9. High level research, analytical and problem solving skills
10. Demonstrated experience working in a dynamic environment as a team member, in an executive support role and as a self-directed individual who takes initiative and proactively facilitates continuous improvement.
11. Demonstrated commitment to provide high level customer service and contributing positively to a team.
12. Experience dealing with strictly confidential matters, with the ability to exercise discretion ensuring confidentiality is maintained.
13. Excellent verbal and written communication skills, with demonstrated ability to produce high quality correspondence, reports, submissions and proposals.
14. Understanding of and experienced in agenda and minute taking.
15. Ability to work flexible hours, and occasional travel to remote communities.


DESIRABLE

1. Knowledge of Local Government organisational structure and function.
2. Knowledge of Local Government meeting procedures.
3. Previous experience living and working in remote Indigenous communities and ability to demonstrate a high level of cross-cultural awareness in the workplace.

MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
3. Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.
4. Undertake a new Criminal History Check prior to commencement of employment and renew your Criminal History Check every three (3) years, or as per the Criminal History Check Policy.

5. ACKNOWLEDGEMENT

GENERAL MANAGER	David Hurst	Date Approved: 20/5/24	Signature: 
Employee Name		Date:	Signature: