

Position description (employee)

Administration Officer

Division	City Planning, Development and Transport
Business unit	Health and Building
Grade/Band	Band 3
Date position description approved	25 June 2025

The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work, and people is our foundation. We're passionate about our city: its venues, facilities, open spaces, and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

Our values

We have 3 values that guide our everyday behaviours and reflect us at our best.

Make a difference: We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

Better together: We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

Embrace possibilities: We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

Primary purpose of the position

The primary purpose of this position is to assist teams within Health and Building to operate efficiently by providing focused and efficient administrative support and data entry/maintenance.

Providing a strong customer focus, responsive and effective liaison, and communication with the community, business, and other stakeholders.

Key accountabilities

- Provide effective administrative support services within the Health and Building Unit and ensure that all communication received is conveyed to the appropriate officer in a prompt and professional manner.
- Accurately update and maintain databases and systems in accordance with procedures for all Health and Building disciplines in a timely manner.
- Maintain effective operational support to the unit that includes excellent record keeping practices for conversations, correspondence, and electronic files.
- Provide administrative support to the unit in respect of regulatory and compliance activity and where required, ensure that penalty infringement notices are issued in accordance with legislation and the relevant procedures.
- Demonstrate initiative and proactively support Health and Building as a team member to help achieve the unit's goals and ensure successful outcomes.

Key opportunities

- Delivering accurate and consistent work within a high volume regulatory and compliance environment
- Establishing and maintaining effective relationships across Health and Building to deliver quality outcomes across multi-disciplined area teams.
- Time management and efficiency in an environment of competing priorities.

Key relationships

Who	Why
Internal	
Business and Administration Manager	<ul style="list-style-type: none">• Receive advice and report on progress, information and assistance to deliver services and resources
Essential Services Coordinator	<ul style="list-style-type: none">• Receive advice and report on progress, information and assistance to deliver services and resources
Area teams	<ul style="list-style-type: none">• Support, assist and collaborate to ensure consistency across the area teams to deliver efficient services
Stakeholders (Customer Service, Information Management, Planning, Legal)	<ul style="list-style-type: none">• Managing requests for advice, information and assistance.
External	
Customers	<ul style="list-style-type: none">• <i>Provide information, advice and guidance on services, resolve routine issues and deliver quality service.</i>

Key dimensions

Decision making

Responsible for ensuring that administrative decisions for processes undertaken are consistent, in accordance with the procedures and that relevant information in respect of issues are reported to the manager.

Reports to

Business and Administration Manager and or Essential Services Coordinator

Essential knowledge, skills and experience

- Certificate IV in business administration or similar and/or experience and demonstrated abilities in administration support roles.
- Demonstrated knowledge and experience with databases, including relevant PC applications in addition to competent and accurate data entry skills

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviors that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with integrity and courage	Intermediate
	Demonstrate accountability	Intermediate
	Manage self	Intermediate
	Display resilience and adaptability	Foundational
Relationships	Work collaboratively	Foundational
	Communicate and engage respectfully	Intermediate
	Community and customer focus	Foundational
	Influence and negotiate	Foundational
Results	Deliver quality results	Intermediate
	Create and innovate	Foundational
	Plan and prioritise	Intermediate
	Think and solve problems	Intermediate
Resources	Finance	Foundational
	Technology and information	Intermediate
	Assets and tools	Foundational
	Procurement and contracts	Foundational

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The focus capabilities are those deemed most important for the position, at the time of recruitment. Candidates should have at least a satisfactory level to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships Communicate and Engage Respectfully	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and ask appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences
Results Deliver Quality Results Intermediate	Foundational	<ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness