

Position Description

Administration Support Officer

Division	City Services
Business Unit	City Rangers
Grade/Band	Band 3
Position Number	DW7162
Date position description approved	July 2021

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six-core values guide everything we do at the City.

Primary purpose of the position

The primary purpose of this position is to manage the City Rangers' impounding processes in compliance with the relevant legislation and support the Business Unit operations through responsive communication and administrative support. This includes high level communication with members of the public, other Government organisations and internal stakeholders.

Key accountabilities

- In compliance with the Impounding Act 1993 (or any later revisions) and the City's processes, ensure the timely and effective processing and appropriate responses to the removal of abandoned vehicles.
- Liaise professionally and efficiently with government agencies such as, but not limited to; Police Service, Transport for NSW as well as members of the public and internal stakeholders in the provision of accurate and timely information and advice regarding impounded items.
- Provision of periodic Abandoned Vehicle Reports to management

- Respond and action customer enquiries within the expected timeframes as per City of Sydney Correspondence Policy.
- Preparation of documentation and relevant information for disputed claims.
- Contribute to the continuous improvement of relevant policies, procedures and effective administrative processes.
- Responsible for the maintenance of the Service Level Agreement (SLA) with the City's Impounding Contractor and make suggestions regarding provider and any process improvements when SLA due for renewal.
- In collaboration with the City Rangers Team, provision of ad hoc administration support within the business unit.

Key challenges

- Maintaining knowledge and understanding of relevant legislation applicable to the performance of the duties in this position.
- Liaising effectively and professionally with challenging customers.
- Effective time management in an environment of competing priorities.
- Coordination and scheduling of duties within limited legislative timeframes.

Key relationships

Who	Why
Internal	
City Rangers Unit	<ul style="list-style-type: none"> • Key administration support, information and assistance; co-ordinating resources.
Other City Teams	<ul style="list-style-type: none"> • Provide information, advice and guidance; promote services; participate in consultation and negotiation; resolve routine issues. • Provision of assistance and accurate advice and guidance as required;
External	
Customers	<ul style="list-style-type: none"> • Provide information, advice and guidance; promote services; participate in consultation and negotiation; resolve routine issues and deliver service. • Schedule access and coordinate activities.
Service Delivery Partners	<ul style="list-style-type: none"> • Promote mutual interests; share information; plan activities and coordinate tasks.

Key dimensions

Decision making

Responsible for making appropriate decisions in relation to the scope of work.

Resolving day to day issues and providing accurate and timely information and advice.

Reports to

Administration Coordinator City Rangers

Essential knowledge, skills & experience

- Relevant experience in working with, or administering, record management systems.
- Produce and maintain accurate records and create summary reports.
- Aptitude to learn and understand the underpinning principles of the impounding process in compliance with the Impounding Act.
- Well-developed oral and written communication skills.
- Resilience and the ability to manage effectively during demanding situations.

Capabilities for the position

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

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

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Foundational
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
Relationships	Work Collaboratively	Foundational
	Communicate and Engage Respectfully	Foundational
	Community and Customer Focus	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
Resources	Financial Integrity	Foundational
	Technology and Information	Intermediate
	Assets and Tools	Intermediate
	Procurement and Contracts	Foundational

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.