PART 1 – POSITION DETAILS

Position Title:	**Assistant Community Database Administration Officer**
Position Number	**NB0391**
Division	**Community and Belonging**
Group	**Customer Services**
Grade	**TBA**
Reports to	**Community Database Administration Officer**
Hours	**Up to 70 hours per fortnight**
Status	**Full-time**
Location:	**Avalon, Dee Why, Manly and Mona Vale or other locations as required)**
Date of last review and update	**November 2019**

NORTHERN BEACHES COUNCIL'S VISION AND VALUES

Our Vision is "Delivering the highest quality service, valued and trusted by our community", critical to this are our values of Trust, Respect Integrity, Teamwork, Service and Leadership.

THE COMMUNITY & BELONGING DIVISION

The Community & Belonging Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises the following business units – Children's Services, Community Arts and Culture, Customer Services, and Libraries.

PART 2 – BUSINESS UNIT OVERVIEW

Customer Support Services

For the Customer Support Services Group it is all about working smarter not harder. We are a learning team and use meaningful data, customer and internal stakeholder feedback, as well as developing staff capabilities to make ongoing improvements.

As a team our primary focus is to provide high quality front line customer service to all stakeholders, including our community and all Council staff. We deliver this in person, by telephone and in writing, including administrative functions.

The Team provides timely and accurate advice and utilises better practice methods and procedures through:

- Continuous improvement methodologies;
- Developing new and innovative solutions, and
- Cost effective and environmentally sustainable methods.

The Community Database

The Community Database is Council's name and address register (NAR). The information held is central to many of the functions of Council, and heavily utilised by the Customer Service team. The Community Database Administration Officer (CDAO) assists all end users of the NAR by maintaining the integrity of the database through

- Managing the data in the database
- Developing policies and procedures
- Providing education and guidance to users

PART 3 ROLE PURPOSE & KEY RESPONSIBILITIES

The Role

Working closely with the Community Database Administration Officer (CDAO), the role of the Assistant CDAO is to assist the CDAO to maintain the integrity of the NAR by providing quality administrative and customer service to our internal and external customers.

Key Responsibilities*

Under guidance from the CDAO the Assistant CDAO will maintain the NAR through:

- Eliminating duplicated and erroneous records by cleansing, correcting and merging data
- Updating existing records using various information sources, including interrogating existing systems to find appropriate evidence
- Analysing and interpreting information and preparing periodical reports
- Ensuring effective and timely delivery of all work, in addition to other administrative and special project related tasks as requested
- Responding to enquiries from both internal and external customers, and preparing routine correspondence
- Managing incoming and outgoing documents e.g. scanning, electronic filing, adding notations, etc.
- Providing instruction and guidance to end users of the NAR

Operational

- Ensure compliance with Council's processes and procedures
- Liaise with the public and external groups/organisations
- Work independently and in a team environment, developing and maintaining co-operative relationships with internal and external stakeholders, with a demonstrated commitment to excellence in customer service
- Maintain a clean and safe work environment while complying with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC

Business Performance

- Take personal responsibility for behaving in accordance with the organisation's values and directions
- Actively participate in continuous improvement of systems, procedures, organisational culture and cross organisational communication and activities.

While this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee's skills, competence and training).

PART 4 – ESSENTIAL CRITERIA

Skills and Knowledge
- Demonstrated ability to work accurately, with high attention to detail
- Motivation and initiative
- Good understanding of computer applications, particularly in Microsoft Office
- Willingness to act with probity in handling confidential information
- Demonstrated ability to solve problems and make decisions
- Strong interpersonal, verbal and written communication skills
- Ability to work unsupervised, as part of a team
- Demonstrated commitment to and understanding of quality customer service
- Reliable and punctual, ability to manage your time
- Behaviour that positively demonstrates Council's values
- Demonstrated commitment to EEO, WHS and ethical practice principles.

Desirable Criteria
- Previous work experience, particularly in local government
- Previous experience working with or using a database
- Basic understanding of Microsoft Excel
- Driver's licence