

Directorate:	Operations	Department:	Project Delivery
Position Grade:	8	Reports to:	Coordinator Major Projects
Last review:	July 2023	Next review:	July 2025
		Version No.:	1.0

Position purpose:

To provide and maintain high quality administrative assistance, support and information to the Major Projects Team within the Project Delivery Business Unit to meet the needs of internal and external stakeholders and contribute to the team’s service and efficiency.

Key accountabilities/responsibilities:

Responsible for:

- 1) The provision of high-quality administrative support on a consistent and ongoing basis to assist internal stakeholders to meet their objectives. This includes but is not limited to raising purchase orders, record keeping and documentation, and the preparation of memos and other correspondence.
- 2) The provision of timely, accurate and grammatically correct word processing and data entry of documents and information in accordance with appropriate administrative standards.
- 3) The provision of administrative and record keeping systems and procedures to support the efficient work of the Major Projects Team.
- 4) Ability to manage and organise workflow of competing priorities, levels and volumes of work.
- 5) Ensuring internal and external customer’s expectations are met through prompt, courteous and accurate handling of enquiries.
- 6) Participating in meetings, groups and multi skilling activities.
- 7) Other duties, when identified, supporting the broader Project Delivery Team

Decisions made in the position:

- 1) This position has no formal delegation of authority.

Decisions referred:

- 1) All financial and budgetary decisions to be referred to the Coordinator Major Projects

Key issues/challenges:

- 1) Undertake administrative functions for the teams in an accurate and efficient manner to maintain productivity and delivery of outcomes within specific timeframes to achieve the goals and objectives for the department.
- 2) Ensure appropriate communication throughout Council and liaise with other departments and organisations in connection with the provision of information relevant to the team and its functions.
- 3) Prioritise work and tasks to meet competing deadlines.
- 4) Operate effectively and efficiently within a limited and demanding timeframe.

Key working relationships:

- Coordinator Major Projects
- Procurement and Finance Officers
- Manager Project Delivery
- External contractors, consultants and suppliers

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Certificate in administration or demonstrated experience in effective and efficient business administration functions.

Experience

- Proven ability to prioritise own workloads, whilst balancing competing tasks with a focus on attention to detail
- Demonstrated experience to undertake and complete allocated tasks in a timely, accurate and grammatically correct manner
- Experience in handling complex enquiries and complaints for both internal and external stakeholders
- Demonstrated experience in word processing and the use of office software programs including Word and Excel and data entry
- Experience in working both independently and in a multi-disciplined team environment
- Demonstrated experience in making decisions with regard to administration systems and procedures

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Strong written and verbal communication and customer service skills
- An understanding of record management procedures and ability to utilise record management systems
- Conflict resolution skills and problem-solving abilities

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Knowledge of Local Government processes and procedures
- Demonstrated experience in utilising Council Enterprise Systems such as Pathways, HPE Content Manager/TRIM and Technology One
- Ability to understand both internal and external stakeholder needs.
- Develop suitable processes and procedures to ensure customer satisfaction
- Ability to have a creative and positive approach to processes and any reviews that may be undertaken
- Current Class C Driver's Licence
- Background/understanding of construction project delivery.

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Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous