



Creating extraordinary places on the world's best harbour.

Position Description

Position Title:	Administration Officer
Division:	Property & Leasing, Planning, Corporate Services
Location/s:	Mosman
Reports to:	Property and Leasing Manager
Direct Reports	Nil
Enterprise Agreement Classification	Level 3
Our Organisation	<p>The Sydney Harbour Federation Trust was created by the Australian Government responsible for vision planning and management of Sydney Harbour sites including Cockatoo Island in Sydney Harbour, Woolwich Dock and Parklands in Woolwich, Sub Base Platypus in Neutral Bay, Georges Heights, Middle Head and Chowder Bay in Mosman, North Head Sanctuary in Manly, Marine Biological Station in Watsons Bay and Macquarie Light station in Vaucluse.</p> <p>The Harbour Trust's vision is to create and share extraordinary places on Sydney Harbour and amplify their stories.</p> <p>Our mission is to "bring to life our natural and cultural heritage and provide a lasting legacy for all Australians through conservation, remediation and the adaptive reuse of places in our care".</p> <p>Sites that were for many years hidden away from public view are now open for all, containing an extraordinary mix of historic buildings, magnificent harbour views, pristine natural landscapes and defence heritage. These public spaces and parklands now offer major events, exhibitions, venue hire, accommodation, tours and business tenancy</p>
Code of Conduct & Values	<p>All employees at the Harbour Trust abide by the Harbour Trust's key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence.</p> <p>Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.</p>
Health & Safety	<p>The Harbour Trust integrates safety into all aspects of the business to promote a positive safety culture and takes proactive steps to mitigate the risk of harm to employees and others in the workplace.</p>

Protective Security Policy Framework	All staff, volunteers and contractors are provided with enough information and security awareness training to ensure the Government’s Protective Security Policy Framework requirements are met.
Our Commitment	The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.

ROLE OVERVIEW:

The Administration Officer provides administration support to a number of divisions, primarily Property and Leasing, Planning and Corporate Services. The role will be responsible for supporting the day-to-day administrative functions and identified projects for the designated divisions including, but not limited to, answering phone and email enquiries, establishing and maintaining contact data bases, maintaining electronic and paper filing systems, processing simple applications for permits issued under the *Sydney Harbour Federation Trust Regulations 2021*, and contribute to Leasing functions such as preparation of lease documents . The Administration Officer will be responsible for working closely with other members of each team including internal and external stakeholders.

ROLE ACCOUNTABILITIES:

- Provide administration support to the Property & Leasing Planning, and Corporate services divisions , including but not limited to email and telephone records keeping both manually and electronically.
- Work under limited direction and guidance to set priorities and monitor workflow for administrative tasks for the three teams to ensure all activities, projects and tasks are completed in accordance with their identified urgency and priority.

Conduct the following team specific accountabilities:

- Property and Leasing (average around 60% of role)
 - Assist with the preparation of lease documents, including renewals options and rent reviews.
 - Reviewing tenancy applications for completeness and provide comments to the Leasing Team.
 - Assemble tenant information packs and ensure property is prepared for occupation.
 - Assist with arrears management and collection and issuing of invoice for various costs as instructed.
 - Act as a tenant liaison and provide tenant communications as required by the Manager Property and Leasing.
 - Support the Property Management and Leasing Management Teams as required

Planning (average 20% of role)

- Assist with the preparation of permits under the *Sydney Harbour Federation Trust Regulations 2021* (including planning, remote controlled aircraft and sale and supply of liquor). Reviewing applications for permits for adequacy and advise the Planning team accordingly.
- Assist with renewals and variations to permits as instructed.
- Assist with managing consultants and processing invoices where required.
- Act as a planning liaison with internal and external stakeholders including applicants, colleagues and tenants as required by the Director Planning.
- Coordinate and attend meetings and take minutes.

Corporate Services (average 20% of role)

- Provide support to the Corporate Services team, as directed by the Chief Operating and Finance Officer or his/her delegates from time to time.
- Contribute to the development of training materials as part of implementation of change initiatives such as new FMIS, new guidelines and processes.

SELECTION CRITERIA

Essential (*Qualifications, attributes, skills and knowledge*)

- Strong interpersonal and communication skills with a positive “can do” attitude.
- High level of accuracy and attention to detail.
- High level skills in Microsoft office – Word, Excel, Outlook, PowerPoint, and Teams.
- Proven ability to work in a team environment and to build and maintain good working relationships.
- Strong organisational skills.
- Demonstrated ability to maintain a high level of confidentiality, self-motivation and professionalism.
- Proven ability to multi-task in a fast paced team environment.
- Demonstrated ability to prioritise work, time manage and manage workload with competing priorities and demands.
- Proven ability to meet deadlines.
- Willing to undertake a Police Check.
- Australian citizenship or ability to work in Australia.

Desirable

- Awareness of the activities of the Sydney Harbour Federation Trust and willingness to learn more.

APS 3 profile

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
<p>Supports shared purpose and direction</p> <p>Understands and supports the organisation's vision, mission and business objectives. Follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals. Understands the reasons for decisions and recommendations.</p> <p>Thinks strategically</p> <p>Understands the work environment and contributes to the development of work plans and team goals. Demonstrates an awareness of the implications of issues that may impact on own work objectives.</p> <p>Harnesses information and opportunities</p> <p>Knows where to find information, and asks questions to ensure a full understanding of an issue. Uses common sense to recognise the importance of available information. Keeps self and others well informed on work progress.</p> <p>Shows judgement, intelligence and commonsense</p> <p>Researches and analyses information and makes recommendations based on evidence. Identifies issues that may impact on tasks. Suggests improvements to work tasks and business practices.</p>	<p>Identifies and uses resources wisely</p> <p>Reviews task performance and communicates outcomes to supervisor. Understands individual and team capabilities and makes effective use of own capabilities.</p> <p>Applies and builds professional expertise</p> <p>Contributes own expertise to achieve outcomes for the business unit.</p> <p>Responds positively to change</p> <p>Establishes task plans to deliver objectives. Responds in a positive and flexible manner to change. Shares information with others and adapts to a changing environment.</p> <p>Takes responsibility for managing work projects to achieve results</p> <p>Sees tasks through to completion. Works within agreed priorities. Commits to achieving quality outcomes. Maintains accurate records and files. Seeks feedback from supervisor to gauge satisfaction and seeks assistance when required.</p>	<p>Nurtures internal and external relationships</p> <p>Builds and sustains positive relationships with team members and clients. Actively participates in teamwork and activities. Responds under direction to changes in client needs and expectations.</p> <p>Listens to, understands and recognises the needs of others</p> <p>Actively listens to colleagues and clients. Shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.</p> <p>Values individual differences and diversity</p> <p>Understands, values and responds to different personal styles. Tries to see things from different perspectives. Treats people with respect and courtesy.</p> <p>Shares learning and supports others</p> <p>Identifies learning opportunities. Makes time for people and supports the contribution of others. Understands and acts on constructive feedback.</p>	<p>Demonstrates public service professionalism and probity</p> <p>Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the work area in internal forums.</p> <p>Engages with risk and shows personal courage</p> <p>Provides accurate advice on issues. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.</p> <p>Commits to action</p> <p>Takes personal responsibility for accurate completion of work and seeks assistance when required. Commits energy and drive to see that goals are achieved.</p> <p>Promotes and adopts a positive and balanced approach to work</p> <p>Focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.</p> <p>Demonstrates self awareness and a commitment to personal development</p> <p>Seeks feedback from others. Communicates areas of strengths and works with supervisor to identify development needs. Reflects on own behaviour and recognises the impact on others. Seeks self-development opportunities.</p>	<p>Communicates clearly</p> <p>Confidently presents messages in a clear, concise manner. Focuses on key points and uses appropriate language. Structures written and oral communication to ensure clarity.</p> <p>Listens, understands and adapts to audience</p> <p>Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments.</p> <p>Negotiates confidently</p> <p>Listens to, and considers different ideas and discusses issues credibly and thoughtfully. Identifies relevant stakeholders.</p>