

POSITION DESCRIPTION

POSITION TITLE:	SENIOR ADMINISTRATION AND PROMOTIONS OFFICER
DIVISION:	CORPORATE SERVICES
DEPARTMENT:	LEISURE CENTRES & SPORT
SECTION:	LEISURE CENTRES
CLASSIFICATION:	BAND 5

POSITION OBJECTIVES:

- To provide high quality administration support to the Leadership team in the management of strategic and operational requirement and marketing plan for the Aquatic and Leisure centres & Splash Aqua Park and Leisure Centre.
- Responsible for assisting with the merchandise budget in relation to sales marketing, stock levels, and stocktake activities.
- To provide administrative support for Aquatic and Leisure Centres special events and cultural projects.
- Assist the Customer Experience Coordinator and Strategic Communications with creating promotion and marketing material, including brochures, resources, signs etc for Leisure Centres in conjunction with Marketing and Communication.

KEY RESPONSIBILITIES AND DUTIES:

1. Provision of administration support to the Leadership team:

- Administration tasks as directed to assist the Leadership team with the annual budget reporting
- Prepare accounts for payment and ensure that payment is requested according to Finance Department policies and procedures
- Develop, maintain and improve office procedures and protocols, to meet the service requirements which facilitate service delivery
- Produce accurate reports, correspondence, charts, reports, minutes, newsletters (e-blast), brochures and other documents as required and within set timeframes within the scope of the position
- Present material in an appropriate format, including word processing, spreadsheets, desk top publishing, adobe and data base management
- Assist Customer Experience Coordinator with rostering and timesheets as required.
- Supply of office requisites, pamphlets and information are kept up to date and within approved levels
- Provide high level administrative support for special projects such as promotion campaigns where required

- Maintain timetables, diaries and schedules of future activities/reports/requests and follow up to ensure action is taken to meet deadlines
- Provide advanced organisational skills, including minute taking, follow ups, disposal of information and accurate record keeping
- Coordinate Centre Tours
- Provide timely relevant and quality information to the Leadership team relating to enquiries by Councillors, Chief Executive Officer, Department Manager, internal customers, contractors, external bodies, residents and staff to ensure appropriate action is taken and to respond to telephone and written inquiries providing high level customer support where required
- Maintain confidentiality on matters being dealt with by the Manager
- Assist members of the public making enquiries relating to SPLASH in person or by phone and email in a polite, efficient and supportive manner
- Prepare reports for the Manager Leisure Centres from Envibe database as requested to support management to ensure maximum utilisation of the facilities
- Providing high level customer service skills including dealing with difficult people and resolving conflict situations in a professional manner

2. Merchandise:

- Provide administrative support in collating the merchandise budget in relation to sales marketing, monitoring of stock levels, layout, and stocktake activities
- Liaise with merchandise stock providers in marketing sales and promotions
- Monitor the merchandise stock costs and sale prices and complete reporting to determine the overall profit margin remains above 46% annually
- Work closely with the Customer Experience staff on all facets of merchandise sales and promotions

3. Marketing and Promotion

- Provide administrative support in creating marketing and promotional material, in collaboration with Customer Experience Coordinator and Strategic Communications

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Customer Experience Coordinator
Supervises:	Nil
Internal Contacts:	SPLASH staff Other Hume City Council Leisure Centre staff Hume City Council staff
External Contacts:	Merchandise Suppliers Jonas Group (Envibe)

ORGANISATIONAL CONTEXT

VISION


Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.




We're better, every day
We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together
At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up
We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume
We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.

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- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
PRE-EMPLOYMENT MEDICAL CHECK <ul style="list-style-type: none"> The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) The incumbent must undergo a Pre-Employment Audio Test 	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

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ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Acting in line with policies, goals, objectives in consultation with Manager Leisure Centres;
- Efficient, responsive and confidential administration support and personal assistance to the Leadership team where required to achieve work objectives;
- Ability to interact effectively with customers, deal with difficult customer situations and present a positive Council image;
- Responsible for the accurate and timely provision of information and advice to both internal and external customers ensuring the maintenance of accurate records and data bases;
- Responsible for administration activities with the merchandise budget in relation to sales marketing, layout, and stocktake activities;
- Monitor the merchandise stock costs and sale prices to ensure the overall profit margin remains above 46% annually;

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Demonstrating a high level of customer service skills including dealing with difficult people and resolving conflict situations in a professional manner
- The ability to respond to inquiries in a professional manner and take appropriate actions to resolve issues or problems which at times may be of a complex or technical nature, and re-direct more specific inquiries as appropriate
- The ability to make decisions based on knowledge and experience to ensure problems and issues related to the position are promptly remedied or reported to the Manager Leisure Centres or appropriate person
- Research skills and the ability to disseminate information and recommend an appropriate course of action
- Develop and review administrative functions and suggest improvements that meet the operational requirements and objectives of Leisure Centres in consultation with the Leadership team
- Guidance and advice would usually be available within the time required to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated administration and organisational skills including the capacity to develop, monitor and continually improve administrative procedures, systems, reports and data management.
- Demonstrated understanding of the role and the function of the Leadership team positions and their importance to the long term goals of Leisure Centres
- Proven skills in utilising computer software including Microsoft Word, Excel, Envibe, Adobe and other specific council software applications i.e. Finance One
- Demonstrated skills in visual marketing and ability to create various promotional and marketing materials

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MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated understanding and the ability to manage time, set priorities, plan work within time and resource constraints.
- Demonstrated understanding of appropriate budgetary and financial management processes
- Understanding of personnel practices including those related equal employment and occupational health and safety
- Demonstrated ability to operate within minimal supervision and show high levels of initiative and innovation
- Ability to maintain professionalism, integrity and confidentiality

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly
- Ability to gain cooperation of, and communicate both verbally and in written form with a broad range of people from diverse backgrounds and cultures
- Well-developed written communication skills including the ability to prepare and provide high quality, accurate documentation and reports, and ensure the timely distribution of documentation, information and reports as required
- Ability to influence and promote new ideas, concepts and processes

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications in administration or a related field or lesser formal qualifications with relevant experience in working in an office environment in an administrative role
- Proven experience in word processing and use of Microsoft software packages (particularly – Word and Excel)
- Proven experience in a marketing, communications, including marketing and promotional materials
- Proven experience in overseeing the processing of merchandise sales
- Current Level 2 First Aid and CPR Certificate
- Current Driver’s Licence.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.	
Name (Please print):	
Signature:	Date:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Tertiary qualifications in administration or a related field or lesser formal qualifications with relevant experience in working in an office environment in an administrative role
2. Proven experience in managing contract agreements and coordinating merchandise sales
3. Demonstrated organisational skills including the capacity to develop, monitor and continually improve procedures, systems, reports and data
4. Demonstrated proficiency in using Microsoft Office applications including word and excel, and knowledge of specialised software packages with the ability to prepare and provide high quality, accurate documentation, reports and correspondence
5. Demonstrated experience in creating marketing and promotional material ensuring corporate identity is displayed consistently and perceived in positively
6. Ability to manage competing work priorities and provide timely professional and accurate information and advice
7. Ability to gain cooperation of, and communicate both verbally and in written form with a broad range of people from diverse backgrounds and cultures
8. Ability to use initiative and resolve problems;
9. Current Level 2 First Aid and CPR Certificate
10. Current Driver's Licence

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