



Position Overview

Position Title	Administration Officer (Sample Receipt)
Business Unit	Sustainable Infrastructure Solutions
Remuneration Type	Indoor EA Level 3
Reports to	Laboratory Business Manager
Direct Reports (role)	Nil
Location (s)	Southern Service Centre
Success Profile	2.5 Support Role Success Profile
Delegation Level	N/A

Our Values



INNOVATION

We seek new ways of doing things better



HONESTY AND INTEGRITY

The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



RELIABILITY

We mean and do what we say



ONE TEAM

No one succeeds at the expense or exclusion of others



EFFICIENCY

We don't waste time, money or effort



SAFETY

We think, walk and talk safety every day



Behavioural Capabilities



SAFETY

I work safely, and encourage my team members to do the same



AGILITY

I seek new and better ways of doing things



CUSTOMER CARE

I consider how customers are affected by my work



COLLABORATION

I am a team player – we are better together



ACCOUNTABILITY

I mean and do what I say

Position Purpose

The Administration Officer Water Solutions is responsible for undertaking responsibility for activities and/or functions in the provision of a wide range of administrative support to Water Solutions Business Unit activities.

Position Accountabilities

Key functions of the role include:

- Receive and process all routine and non-routine samples delivered to the Scientific Services Laboratories
- Investigate and liaise with laboratories to resolve issues regarding samples with incomplete or inadequate documentation/ chain of custody forms
- Research and analyse information with a view to drafting and preparation of correspondence, reports and presentations and assist in the preparation of documents, business cases, quotations and tenders, financial and administrative reports and other material needed for management purposes.
- Provide assistance to internal and external customers collecting sample bottles or dropping off samples for testing, sample registration in LIMS as well as dealing with routine customer phone enquiries and taking customer payments (if required).
- Ensure accurate recording of data, updating and maintenance of systems and databases to support the flow of information, briefings and other documentation whilst providing security of this data.
- Work closely with the Executive Assistant to Executive Manager Sustainable Infrastructure Solutions as required to ensure continued delivery of quality administration services.
- Provide high level administrative support including but not limited to word processing, managing incoming and outgoing correspondence, including related records management activities required, file management, contract administration, invoice and purchase order processes.
- Provide support in organising meetings including preparation of documents, travel itineraries, bookings and conference/workshop materials.



- Liaise with business unit staff to ensure coordination, editing and collation of monthly and annual reports for presentation.
- Accurately record proceedings of meetings as required, circulate records of meetings and attend to matters requiring follow up.
- Provide accurate and timely information and assistance to internal and external customers in all aspects of sample receipts, dispatch, operating policies, and admin procedures.
- Support other areas where other administrative staff are absent or need additional support.
- Coordinate events and functions as required.
- Act as the change champion for changes in the business unit as required.
- Undertake any adhoc projects, initiatives, tasks as required.
- Actively seek learning and development opportunities.
- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key Relationships

Key working relationships internal and external to Unitywater are:

- All team members within the Sustainable Infrastructure Solutions Business Unit
- Laboratory Business Manager
- Executive Support and Administrators across SIS
- Unitywater Customers

Capability Requirements

The requirements for the position are:

- Certificate III in Administration and or a Bachelor Degree would be highly desirable
- MS Office Suite (e.g. MSWord, MS Excel) to advanced level
- Demonstrated experience in providing quality, high-level administrative support showing judgement, initiative and accuracy in performance of duties within a complex organisation operating in a dynamic environment.
- Demonstrated high level communication (both written and oral) skills with demonstrated ability to impart information to a broad cross section of clients relevant to providing efficient administration support.



- High level of proficiency in the use of a range of office equipment and computer applications (e.g. Word, Excel, Outlook, Access, Publisher and Power Point) and the ability to learn and use new applications.
- Demonstrated ability to research and problem-solving skills including the ability to synthesise and summarise complex issues, identify contentious and emergent issues and where appropriate develop potential recommendations and/or implement options for their resolution.
- Well-developed people and relationship skills, with the ability to participate as part of a team or autonomously, share information and support others, contribute to a positive work environment and project a professional image.
- Well-developed time management skills and organisational skills and ability to independently prioritise and coordinate a range of tasks to meet deadlines.
- Knowledge of or the ability to quickly acquire an understanding of the roles and functions of the Branches within Unitywater and an understanding of the services policies and operations of the organisation

After Hours Service

This role will be required to participate in after-hours work and be part of an on-call roster as the need may arise to ensure the continuity of service to Unitywater's customers.