

ADMINISTRATION SUPPORT OFFICER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidjil and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and future leaders.

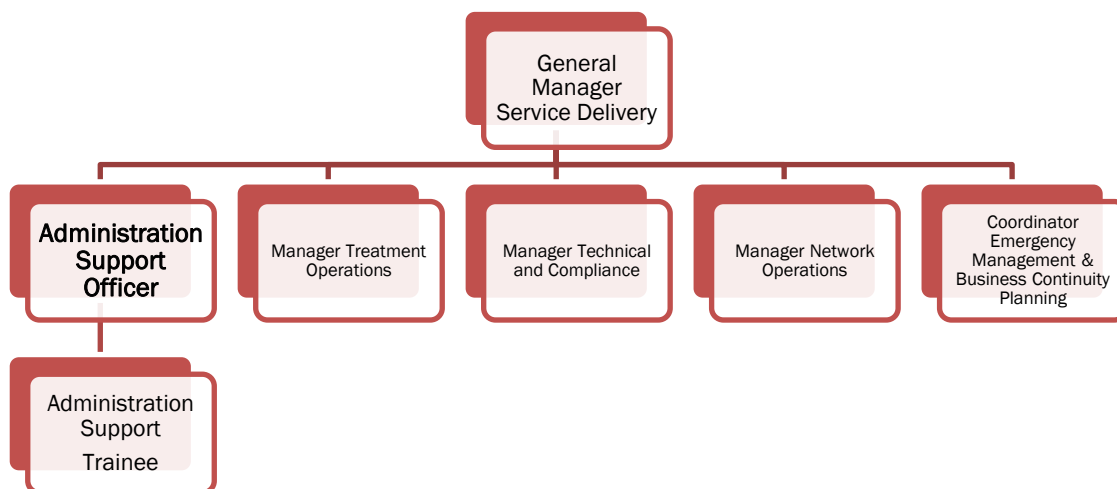
We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Administration Support Officer	Effective Date:	September 2025
Department:	Service Delivery	Job Location:	Bairnsdale Office/Mitchell district depots
Reports To:	General Manager Service Delivery	Supervises:	Administration Support Trainee
External Contacts:	Contractors, consultants.		
FTE Classification:	1.0	Position Number:	TBC
Prepared By:	People, Safety, and Culture; General Manager Service Delivery	Approved By:	General Manager People, Safety and Culture

ORGANISATIONAL CHART



ABOUT THE ROLE

The Administration Support Officer supports Service Delivery to achieve corporate objectives efficiently and effectively, either directly or through supervision of a trainee:

- Providing procurement and business process administration support for delivery of Operational Projects delivery
- Supporting the management of minor trade-waste customers
- Providing administration support for Business Continuity and Emergency Management documentation
- Ensuring leadership team effectiveness and productivity through administration support management and collaboration.

While the role reports to the General Manager Service Delivery, the role provides critical support to the Operational Project team, the Sewage Quality Team, the Emergency Management function and the broader Service Delivery Leadership team. The role operates as part of an administration team within East Gippsland Water and will collaborate and provide two-way support to the broader team.

WHAT YOU WILL BE DOING

Procurement	<ul style="list-style-type: none"> • Provide administrative support to procurement activities within Service Delivery • Provide guidance to Service Delivery team members to support compliance and efficient procurement activities • Undertake procurement spend analysis to prioritise procurement improvements • Provide administration support for the development of standardised equipment specifications within Service Delivery.
Operational Project Delivery	<ul style="list-style-type: none"> • Provide administration support for documentation of Operational Project delivery processes, including Asset Creation Forms (ACFs). • Provide administrative support and guidance for development and implementation of Operational Project delivery processes, including project management documentation and system implementation support
Compliance Administration	<ul style="list-style-type: none"> • Support the compilation of information for Business Continuity Plans and Emergency Management Plans • Administer minor trade waste agreements within the trade waste management framework • Coordinate and support preparation of the annual water security and drinking water quality reports, monthly SD performance reports and IOE operational reports • Provide administration/ logistical support for managing water and wastewater sampling and dam safety defects management / inspection tracking
General administration	<ul style="list-style-type: none"> • Support the Service Delivery leadership team by organising leadership team meetings, Service Delivery wide events and capturing of actions. • Support the Service Delivery leadership team by monitoring CAMMS risk and incident debrief initiatives.
Leadership	<ul style="list-style-type: none"> • Provide guidance and mentoring for administration trainee • Provide and pass on relevant knowledge and training to team members and other employees as required. • Liaise effectively between the Service Delivery team and other sections of EGW. • Assist with Emergency Management functions as required.

	<ul style="list-style-type: none"> Engage with people in intelligent and professional manner, conduct productive meetings, manage conflict constructively, and foster effective team building. Take the lead to analyse complex issues, identify root causes, implement effective solutions, and make informed decision.
Culture, Values & Behaviours	<ul style="list-style-type: none"> Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. Build a supportive and cooperative environment, one that recognises the value of collaboration. Support a workplace culture that enables diversity, fair and inclusive practices. Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	<ul style="list-style-type: none"> Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work. Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	<ul style="list-style-type: none"> Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> Demonstrated skills in the use of computers and computerised financial systems. A high level of skill using Microsoft Word and proficiency in other Microsoft packages. Demonstrated capacity to develop and implement improved administration processes. 	<ul style="list-style-type: none"> Familiarity with procurement processes. Familiarity with project management processes. Familiarity with Service Delivery Activities.

LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Strong skills in managing time, planning and organising own work and working to a timetable. • Ability to assess and solve problems, supported by guidance and policies. • Demonstrated growth mind-set • Initiative and capacity to manage some ambiguity in developing and improving administration processes • Demonstrated capacity to supervise and coach junior staff 	<ul style="list-style-type: none"> • Experience with supervising and coaching junior staff

INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Ability to collaborate effectively with internal and external customers. • Strong internal customer service focus • Good written and oral communication • Preparation of routine correspondence and reports. • Ability to gain cooperation and assistance from team members, internal and external contacts 	

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Compulsory trainings throughout course of employment 	<ul style="list-style-type: none"> • Certificate in Business Administration or similar.

EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> • Experience and demonstrated competence in a similar team-oriented office environment. • Experience with developing and implementing improved processes 	

KEY SELECTION CRITERIA

1. Relevant experience, particularly in relation to developing and implementing improved processes.
2. Well-developed interpersonal skills combined with good verbal and written skills ensuring the ability to work effectively within a team environment.
3. Effective time management, prioritisation and problem-solving skills.
4. A strong growth mindset for personal development including being accountable and capacity to innovate
5. Capacity to supervise and mentor junior administration staff
6. Positive attitude towards personal development, being accountable, innovative, authentic, and a team player to achieve corporate objectives.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).