

## ADMINISTRATIVE 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

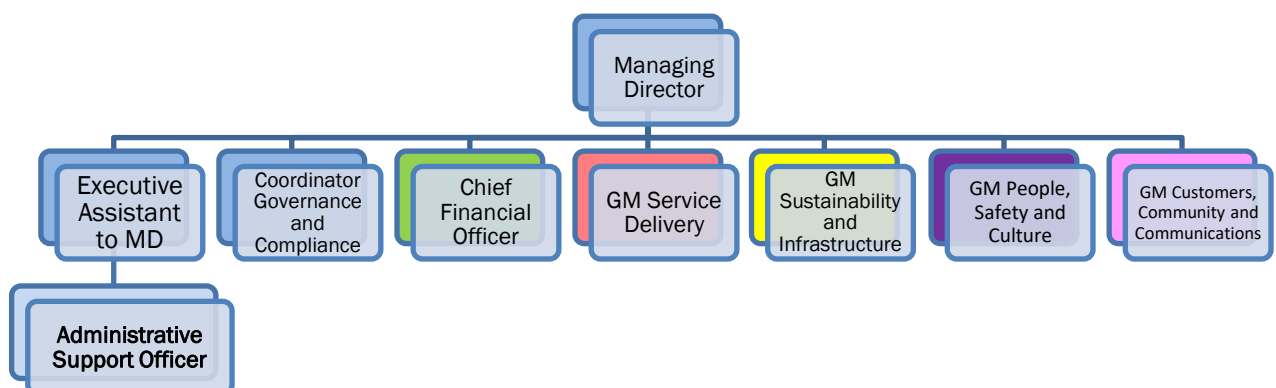
We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and emerging leaders.

We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, which continues to be important to them today. We are strongly committed to further developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations.

## POSITION DETAILS

<b>Position Title:</b>	Administrative Support Officer	<b>Effective Date:</b>	September 2025
<b>Department:</b>	Office of the Managing Director	<b>Job Location:</b>	Bairnsdale Office
<b>Reports To:</b>	Executive Assistant to the Managing Director	<b>Supervises:</b>	Nil.
<b>External Contacts:</b>	Contractors, Consultants.		
<b>FTE Classification:</b>	0.8	<b>Position Number:</b>	Tbc.
<b>Prepared By:</b>	Executive Assistant	<b>Approved By:</b>	General Manager People and Culture

## ORGANISATIONAL CHART



## ABOUT THE ROLE

The Administrative Support Officer (0.8 FTE) provides essential support across key corporate functions, ensuring smooth operations and contributing to compliance, records management, and correspondence tracking. The role offers flexibility across five working days and includes executive support to the Chief Financial Officer (CFO) and General Managers of People, Safety & Culture, and Customer, Community & Communications.

## WHAT YOU WILL BE DOING

<b>General Administrative Support</b>	<ul style="list-style-type: none"> <li>• Provide executive support to the CFO &amp; General Manager's People, Safety and Culture, and Customer, Community &amp; Communications, with a high degree of sensitivity and confidentiality.</li> <li>• Planning, organising and coordinating meeting processes.</li> <li>• Arrange external meetings as requested</li> <li>• Maintenance of electronic calendar system, preparation of routine confidential correspondence and confidential document filing</li> <li>• Liaise with senior executive staff of other Corporations, Government Departments, major suppliers and clients.</li> <li>• Preparing agenda, meeting packs and minutes to support the Leadership Team meetings</li> <li>• Draft/format correspondence when requested.</li> <li>• Contribute to continuous improvement of administrative processes</li> <li>• Contribute to projects and initiatives as required</li> <li>• Provide general administrative support to assist with compliance and regulatory requirements.</li> </ul>
<b>Records &amp; Correspondence Administration</b>	<ul style="list-style-type: none"> <li>• Manage requests and tickets related to document access and content systems.</li> <li>• Oversee shared email accounts, including handling incoming correspondence and ensuring appropriate distribution and tracking.</li> <li>• Coordinate email communications related to regulatory or freedom of information requests and assist relevant team members.</li> <li>• Process incoming physical mail, ensuring it is logged and directed appropriately.</li> <li>• Maintain and update records in alignment with organisational policies and procedures.</li> <li>• Ensure all correspondence and mail handling is documented accurately and in a timely manner.</li> <li>• Assist with onboarding and provide guidance to new team members involved in compliance or information management roles.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Provide administration assistance to the People, Safety and Culture; Business; Customer, Community &amp; Communications teams.</li> <li>• Work and communicate with management &amp; other departments within the Corporation to obtain information and provide them with support.</li> <li>• Share information with team members to assist them to understand and manage uncertainty and change</li> <li>• Carry out other tasks and duties as required.</li> </ul>

<b>Culture, Values &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Display an open &amp; approachable work style, contribute to a positive, optimistic and enthusiastic work culture</li> <li>• Acknowledge and respect a workplace culture that enables diversity, fair and inclusive practices</li> <li>• Represent EGW Values &amp; Behaviours including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable</li> </ul>
<b>Health, Safety &amp; Environment</b>	<ul style="list-style-type: none"> <li>• Apply and demonstrate EGW Health, Safety and Environment policies, procedures and safe systems of work as directed</li> <li>• Contribute to a safe working culture and acting responsibly for the safety of self and others</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at EGW in the Corporations Record Management system.</li> <li>• Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers</li> </ul>

## **SKILLS, QUALIFICATION & EXPERIENCE**

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### **SPECIALIST SKILLS**

<b>Required:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Expertise in the use of MS Office programs, in particular a high level of expertise in Word.</li> <li>• Demonstrated ability in the use of business systems and tools including computer-based systems and applications.</li> <li>• There will be an occasional need for working outside regular working hours.</li> <li>• Strong written and oral communication skills, including interpersonal and negotiation skills.</li> <li>• Excellent organisation, planning and time management skills</li> <li>• Good conceptual and analytical ability.</li> <li>• Well-developed personal/facilitation skills and an ability to work effectively at all organisational levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and/or experience in understanding and interpreting a range of legislative documents, especially the Water Act, Privacy and other related legislation.</li> </ul>

## INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> <li>The ability to listen and communicate effectively and build positive relationships at all levels, including Chairperson, Board members, Executive Management Team, staff and general public.</li> <li>Acts with integrity and trust and ensures that others are aware of and understand the legislation and policy framework within which they operate.</li> <li>The ability to prepare external correspondence, write reports and summarise documents.</li> <li>Capability to build good relationships with fellow staff and be able to resolve problems.</li> </ul>	<ul style="list-style-type: none"> <li>Positive, proactive attitude to ensure key deliverables are met.</li> </ul>

## QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> <li>Certificate or Diploma in Business Administration or related disciplines.</li> <li>Mandatory trainings throughout course of employment</li> </ul>	<ul style="list-style-type: none"> <li>Current driver's licence.</li> </ul>

## EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> <li>Previous experience in a relevant administrative or executive support role.</li> <li>Capacity and capability to provide confidential support at General Management level</li> <li>Excellent typing and computer skills.</li> <li>Experience in dealing with the public and high-profile individuals.</li> </ul>	<ul style="list-style-type: none"> <li>Local Government/Water industry experience</li> </ul>

## KEY SELECTION CRITERIA

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1. Qualifications and/or significant experience in Business Administration, or other relevant qualification.
2. Strong commitment to upholding confidentiality, discretion and professionalism
3. Experience working in an office environment with a variety of office technology.
4. Highly effective time management skills to ensure high quality outcomes and the ability to prioritise.
5. Excellent interpersonal skills combined with well-developed verbal, written and presentation skills ensuring the ability to work effectively with people at all organisational levels, in and outside of East Gippsland Water.
6. A positive attitude towards personal development including being united, authentic, innovative and accountable to achieve corporate objectives.

## ADDITIONAL REQUIREMENTS

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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://egwater.vic.gov.au).