



## Position Description Administration Support Officer NE

Sustainable Timber Tasmania manages Tasmania's public production forest for a vast array of environmental, social and economic values. Managing these forest values respectfully, innovatively and sustainably is at the heart of everything we do. As a Government Business Enterprise, we are committed to sustainably managing the forest estate, sustainably supplying timber and sustainably growing our business. Sustainable Timber Tasmania is proud to be a recognised as a Tasmanian Employer of Choice. Our people are key to the success of the business and we invest in the development of a flexible, diverse, supportive and inspiring workplace.

### ORGANISATIONAL CONTEXT

<b>Division:</b>	Forest Products	<b>Group:</b>	Administration	
<b>Position No.</b>	<b>Reports To</b>		<b>Direct Reports</b>	<b>Location</b>
10494	Forest Operations Manager (10418)		Nil	Perth
<b>Industrial Instrument</b>	Sustainable Timber Tasmania Enterprise Agreement 2025			
<b>Broadband Classification</b>	B			

### POSITION PURPOSE

Assists the region by delivering administration support functions, including but not limited to records management, data entry, office administration, word processing and addressing customer enquiries whilst maintaining a high standard of customer service.

### POSITION ACCOUNTABILITIES

Duties and responsibilities include, but are not limited to the following:

- Provide office administration support to management and staff, including but not limited to data entry, document processing, communication, reporting, and financial transactions, ensuring efficient office administration support.
- Provide assistance in meeting coordination, including bookings, room preparation and pack up, catering coordination, and management of all associated logistical requirements.
- Handle external enquiries from customers and provide a high level of customer service
- Assist in the distribution and monitoring of authorised keys, adhering to established procedures
- Manage petty cash funds in accordance with established policies and procedures
- Provide support to the Administration Officer and other team members with the preparation of budgets
- Monitor employee check-ins and radio communications via Simple In/Out and GRN radio, in accordance with internal protocols
- Provide assistance with the day-to-day management and maintenance of office and depot facilities including general maintenance, Private Water Supplier renewal, replenishment of consumables, and housekeeping in accordance with policies and procedures
- The incumbent may be directed to perform duties within their classification, qualifications, and experience, not specified in this Position Description

### KEY COMMUNICATIONS

- Internally the position liaises with the Forest Operations Manager, Administration Officer (Operations and Sales), Regional Manager, Regional Staff, Nursery and Seed Centre staff, all employees
- Externally the position has contact with customers, stakeholders, Government Agencies, contractors, service providers

### QUALIFICATIONS AND EXPERIENCE

- Qualifications in business or a related field would be an advantage and/or relevant office experience
- Experienced in using software applications and sound computer skills
- Strong numerical, literacy and attention to detail skills
- Demonstrated time management and planning skills
- The ability to resolve issues and adapt to change whilst achieving timely results
- Well-developed communication skills both written and verbal
- Demonstrated ability to work effectively unsupervised or as part of a team

CAPABILITIES – TEAM MEMBER		
<b>Leads Business</b>	Continuous Improvement	Consistently striving to improve processes, systems and products to drive efficiencies and build customer value.
	Managing Priorities and Workflow	Defining work priorities, action plans and resources to facilitate the efficient delivery of work.
	Decision Making	Applying a systematic process for evaluating and selecting the most appropriate course of action given available information.
<b>Engages Others</b>	Collaborating	Leveraging the skills, knowledge and expertise of others within and across teams to effectively deliver work outcomes.
	Influencing Others	Formulates a persuasive argument to build commitment to an agenda or influence others' commitment to a course of action or plan.
	Building Customer Commitment	Takes responsibility for customer satisfaction and building sustainable customer relationships by delivering quality outcomes and resolving issues that arise.
<b>Leads Self</b>	Courage	Proactively confronts difficult situations, takes definitive actions to protect the interest of others, their team and the organisation.
	Adapt and Respond to Change	Adapts to changing requirements, accepts new ways of working with positivity and aligns behaviours to support change.
	Action Orientation	Takes independent, prompt action to overcome barriers, respond to changing circumstances and deliver positive outcomes.
	Quality Orientation	Produces work output with a high degree of accuracy, identifying and correcting errors or mistakes before delivering final work product.
<b>Values</b>	1.        Respect – We create safe spaces	
	2.        Responsibility – We take ownership	
	3.        Growth – We create sustainable value	
	4.        Excellence – We make it happen	

## CHALLENGES

The main challenges facing the position include:

- Managing competing priorities
- Ensuring internal and external requests support is provided in an accurate and timely manner
- Maintaining accuracy and attention to detail
- Handling diverse stakeholder needs
- Maintaining confidentiality

## OTHER REQUIREMENTS

- Participate in fire management activities within the scope of appropriate training
- Holding a driver's licence is highly desirable
- Complete the annual Performance Development process
- Achieve and maintain the required skills, certificates and accreditation to perform the requirements of the role
- Comply with and adhere to the organisation's policies and procedures, including the Code of Conduct
- Be available for rostered fire duties on weekends, public holidays and outside normal work hours
- Adhere to duty of care responsibilities to yourself and others under health and safety legislation.

## ORGANISATION CHART

