



## Administration Officer

Position Number:	100674	Portfolio:	Approvals
Classification:	Level 3	Reports to:	District Manager, L7
Location:	South West	Direct Reports:	Nil

## Description

The Administration Officer plays a vital role in supporting the efficiency and effectiveness of the staff working in the South West Region. This position is responsible for coordinating and delivering administrative, financial, fleet and front of house services across the South West Region. This also includes assisting in delivery of facility management, including maintenance and contract management.

## Responsibilities

- Prepare and manage correspondence, reports, briefing notes, and records using departmental systems.
- Support meetings through scheduling, catering and venue logistics, minute-taking, and follow-up actions.
- Organize travel including preparing travel documents, booking flights and accommodation.
- Providing quality and timely customer service.
- Maintain office operations, liaise with building management, and ensure the security and functionality of property and assets.
- Process purchases, reconcile expenses including credit cards and purchase orders, and manage financial records.
- Respond to finance-related enquiries from staff and external parties.
- Build strong inter-branch relationships using appropriate communication, liaison, and negotiation and networking skills to gain consensus from others and resolve issues to achieve desired outcomes for the Directorate.
- Prepare HR documentation and coordinate onboarding for new staff, including accommodation and equipment setup.
- Manage electronic and paper-based documents in line with departmental standards and promote best practices and knowledge sharing across the team.
- Fleet coordination and management of the DWER vehicles located at the GeoCapes office.
- Administrative support for Water Regulation and Planning Advice
- Undertaking additional duties within the skill and scope of position capabilities and departmental needs.
- Upholds equity, diversity and inclusion, work health and safety and ethical principles in all aspects of this role.
- Promotes and ensures a safe workplace, addressing both physical and psychosocial safety.
- Applies curiosity and performs other duties as required.
- Demonstrates leadership behaviours and upholds our values in all actions.



## Our people, our leaders, our values

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At DWER, we see every employee as a leader. This belief drives our success. To support this, we have established clear [Leadership Expectations](#). For this role, you will be [a Personal Leader](#). Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by [values](#) created by our people. During the selection process, we will assess your ability to fulfil the role's responsibilities while upholding our values. We expect all employees to embody our values and showcase leadership in all aspects of their work.

We serve to make a difference | We build trust | We care | Open minds | Better Together

## Work Related Requirements –

**Consider the following requirements in relation to the role description and responsibilities outlined above.**

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- You have demonstrated strong administrative skills, providing efficient and effective support in fast-paced office environments, ensuring tasks are completed accurately and on time (committed to delivering results and supporting team effectiveness).
- You have applied sound computer literacy, using Microsoft Office applications—such as Word for document formatting, Excel for data management, and Outlook for communication—to produce high-quality business documents (embraces digital tools to enhance efficiency and service delivery).
- You have used your strong organisational skills to manage competing priorities and meet tight deadlines, consistently delivering outputs to required standards and timeframes (demonstrates personal drive and accountability for outcomes).
- You have developed clear and professional correspondence, minutes, reports, and administrative documents, applying proofreading and editing skills to ensure accuracy, and liaised effectively with internal and external stakeholders (communicates with clarity and adapts messaging to suit the audience).
- You have coordinated meetings by scheduling attendees, preparing agendas, taking accurate minutes and action items, and following up to ensure timely completion of tasks (plans and delivers work collaboratively to support team outcomes).

## Special Requirements

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- The department will conduct a national police check before offering employment.
- This position requires the ability for independent travel.