



POSITION SPECIFICATION

POSITION TITLE:	Administrative Officer – Post Office		
POSITION NO:	FT296		
RESPONSIBLE TO:	Manager Business Services		
SECTION:	Post Office		
LOCATION:	Post Office, Bicentennial Complex, Norfolk Island		
SALARY LEVEL:	\$32,720 - \$34,088.	SALARY RANGE:	Admin. Officer - Level 2
HOURS OF WORK:	75 hours per f/night	ALLOWANCES:	

Positions are subject to a 7 day spread of hours and hours may be rostered dependent on customer and service level needs.

1.0 ESSENTIAL CRITERIA:

GENERIC

- 1.1 Demonstrated ability and personal qualities to work in, and with, a small isolated community
- 1.2 An understanding of the unique culture and heritage of the Norfolk Island community, or a capacity to acquire such knowledge quickly
- 1.3 A demonstrated commitment to effective service delivery to the Norfolk Island community
- 1.4 A demonstrated understanding of, and commitment to, workplace equity and occupational health and safety principles and practices.

POSITION SPECIFIC

- 1.5 High level of experience in day to day administration of postal services or similar, including supervising staff.
- 1.6 Competency in financial management including cash handling, reconciliation and banking.
- 1.7 Knowledge of the design and implementation of business and marketing strategies, including innovative product and promotion mixes
- 1.8 Ability to implement efficient and effective customer service strategies.
- 1.9 Ability to promote & maintain a positive work team environment.
- 1.10 Computer literacy, especially word processing, spreadsheets, databases and internet.
- 1.11 Demonstrated capacity to support and lead staff through change and improvement programs.
- 1.12 Well developed planning and organisational skills.
- 1.13 Proven personal qualities including honesty, accuracy and confidentiality.
- 1.14 Commitment to efficient and effective service delivery to customers of Norfolk Island Administration.

1.15 Commitment to and understanding of ethical conduct and public sector accountability.

2.0 DESIRABLE CRITERIA:

2.1 Understanding of postal services operations in Norfolk Island, Australia, New Zealand and worldwide.

2.2 Possess a current drivers licence

3.0 MAJOR RESPONSIBILITIES OF THE POSITION:

3.1 Provide high level customer-orientated service at all times.

3.2 Supervise the day to day operations of the Post Office to provide an efficient and effective service to its customers, including internal customers, suppliers and external customers such as consultants, and other Government services.

3.3 Supervise the Post Office work team, including work allocation and rosters

3.4 Oversee and implement cash handling procedures (to trial balance) for the Post Office, including counter advances, Money Orders (Local and international), and C.O.D. parcels through to reconciliation and banking.

3.5 Maintenance of Post Office supplies, including stamps; retail products; seal labels, registered stickers and any other supplies required for Post Office service (eg, passport application forms).

3.6 Provide regular and ad-hoc reports to the Manager Business Services on Post Office operations.

3.7 Provide information & training to staff to ensure that correct policies, procedures and standards are adhered to.

3.8 Responsible for the security of the Post Office branch assets and premises.

3.9 Provide effective support to Manager Business Services

3.10 Manage, lead and support staff towards achievement of section's objectives.

3.11 Identify needs and support staff development in respect of professional, technical or personal skills as required to undertake the role.

3.12 Contribute to formulation of budget and monitor proper use of Administration assets.

3.13 Monitor Occupational Health and Safety requirements of the section and maintain staff awareness of safe work environment.

3.14 Comply with statutory information and reports as required of the position.

3.16 Undertake all formal delegations and authorities in a professional and ethical manner.

3.17 Undertake all statutory requirements as Postmaster.

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(Job Holder)

(Date)

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(Supervisor)

(Date)