

Position Description

Operational Asset Support Officer

Your role:	Operational Asset Support Officer
You will report to:	Manager Civil Services
Your Directorate:	Environment and Infrastructure
Your Salary Level:	General Officer Schedule Level 4 (\$94,673.85 – 101,540.86)
Special Conditions:	A satisfactory Medical Clearance for this role is required A satisfactory Nationally Coordinated Criminal History Check for this role is required.

Position Overview

In this position you will provide a broad range of asset related operational delivery support actions such as timely and effective customer service and administrative duties. The role will have interactions with a broad range of internal and external stakeholders including teams across the Environment and Infrastructure Directorate and broader Council organisation.

You will perform a range of activities and will be required to exercise initiative and judgement when addressing problems and making decisions within established guidelines, legislation, policy, and procedures. This position will require you to work autonomously with general direction from the Manager Civil Services, with assistance available from senior officers on broader aspects of work. You will have a proactive approach, where sensitivity and strict confidentiality are essential.

About the Team

You will be part of a Directorate dedicated to shaping a vibrant and thriving community through visionary leadership, active collaboration, continuous improvement and a commitment to excellence in service delivery. You will be part of a team that fosters strong community connections and strives to deliver outstanding outcomes for our Environment and Public Spaces. Guided by the principles of the Customer Service Framework, Council employees are passionate about providing exceptional service that places our community at the heart of everything we do.

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.



Our values

Grounded In Trust	Build strong foundations through respect, safety, integrity and transparency
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment.
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success.
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future

Your Stakeholders

Internal	Elected Members, Directors, Managers, and other employees across the organisation in particular Operations staff and Customer Service
External	Customers, residents, contractors, consultants, sporting bodies, community groups, other government agencies, service providers, authorities (State and Federal) and other Councils

Position Responsibilities

- Undertake the development of Safe Operating Procedures, Safe Work Method Statements and coordinating the documentation of key safety initiatives. Producing key templates and catalogue of SOP and SWMS documents and action these through intranet/mobile solutions.
- Support the transition to a mobile environment driven by asset information to provide an enterprise-wide solution across all areas of Council. Undertake monthly financial management reconciliation and reporting requirements relating to operational business.
- Monitor service delivery actions across operational functions, Assist with Salesforce and Confirm system integration and field based hardware support. Engage with customers to enable service delivery outcomes to be achieved.
- Assist progression of customer requests and triaging of cases within Salesforce and Confirm Maintenance Management Systems to enable subject matter experts to provide timely responses. Work closely with the ICT implementation team to facilitate the ongoing support to Salesforce development between Confirm Maintenance Management System and Salesforce integration.
- Support the updating and development of policy and procedures across Civil and Open Space operations for internal and external stakeholders.
- Undertake and assist in the streamlining and development of reporting across assets related functions and capital works delivery.
- Assist in the development of service levels, maintenance plans and planning audits across multiple asset classes.
- Support asset revaluation process including the processing of handovers, asset renewals inline with the Asset Management Policy
- Support the scoping of business requirements for implementation of asset maintenance across Civil, Property & Facilities, Open Space, including rollout, data capture, training and reporting.

- Assist in the implementation of the Asset Management System Improvement Plan recognised through the Strategic Asset Management Review - 2025
- Maintain corporate WHS systems to ensure relevant licenses/tickets and personnel records are captured and maintained. Maintain registers and other required documentation for administrative and reporting purposes.

Position Criteria

Technical Knowledge & Experience	• Experience in developing, implementing and using an asset/maintenance management system. • Experience in mobile applications and/or mobile asset platforms. • Working knowledge of finance related processes • High level of communication and interpersonal skills • Working knowledge of Microsoft 365 suite of product, and high level of excel or database systems is preferred. • Knowledge in asset management principals. • Manage time, plan and prioritise projects and tasks and organise work to meet deadlines and meet statutory regulations. • Ability to manage time with competing priorities. • Ability to adapt to a changing work environment (Numerous sites, teams and operational activities) • Demonstrated analytic skills • Ability to deal with confidential information in a discrete manner	Essential
	• Experience in office administration and customer service, with Local Government experience desirable. • Experience in a civil, project and an operational based environment. • Working knowledge of GIS based operational workflow management systems.	Desirable
Collaboration and Communication	• Experience preparing staff communications including sourcing information from teams and leaders. • Ongoing interaction with broad range of internal and external customers and staff.	Essential
Qualifications	• Australian C class Drivers Licence	Desirable
Customer Service	• Excel at providing a positive customer service experience to internal and external stakeholders	Essential
Government Experience	• Experience working in a government environment	Desirable
Corporate Experience	• Working knowledge of Office 365 and use of corporate technology • Experience in utilising corporate systems in either financing, reporting, record keeping, customer requests or maintenance systems.	Essential

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards but not limited to, our Organisational Values and Code of Conduct for Employees.

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)
4. Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y					
Walking	Y		X			
Sitting	Y		X			Working at computer
Bending /twisting the back	N				X	
Bending /twisting the neck	N				X	
Kneeling/squatting/ crouching	Y			X		
Climbing e.g. stairs/steps/ladders	Y			X		
Reaching forward /sideways >30 cm	N					
Working with hands above shoulder height	N				X	
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	N			X		
Gripping/grabbing	N		X			
Fine hand coordination	Y				X	
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	Y	X				
Work at heights	N					N/A
Work in confined spaces	N					N/A
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N				X	
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N				X	
Exposure to fumes/dust	N				X	
Managing security/private information	Y			X		

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	N				X	

Dealing with difficult/complex negotiation of a personal nature	N				X	
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	N					N/A
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y		X			
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				