



KATHERINE
TOWN COUNCIL

Administration Officer – Infrastructure & Environment

Department: Infrastructure & Environment

Business unit: Administration

Reports to: Manager, Environment and Municipal

Position level: Level 4

Position context

The position provides high-level administrative support to the Infrastructure and Environment Department, assisting with service delivery, public works, contracts, projects, reporting, service request monitoring, and customer service. The role supports Managers and Coordinators in the delivery of departmental operations and initiatives.

The Infrastructure and Environment Department manages a range of Council services and assets, including waste management, the airport, cemetery, buildings and facilities, roads, stormwater, outdoor lighting, parks, open spaces, trees, fleet operations, and municipal services for the Katherine and Binjari community.

Our Vision

Katherine is a place of opportunities. We celebrate diversity as we live, work, learn and grow together.

Our Mission

Together, we will work effectively today to shape our exceptional future tomorrows.

Our Values

- Accepting of diversity
- Sense of community
- Respect for people, environment and culture

About the role

Position's key responsibilities	• Provide high-level administrative and secretarial support to the Infrastructure and Environment Services team, ensuring efficient operations, accurate record management, and timely delivery of key priorities and deadlines. • Deliver professional and responsive customer service by liaising with community members, ratepayers, user groups, stakeholders, contractors, and service providers on behalf of Council, including responding to enquiries, coordinating requests, and following up on works and services. • Provide administrative support for the procurement of works, services, and minor projects, including the preparation of scopes of work, requests for quotations (RFQs), and other procurement-related documentation and processes. • Assist with the Department's financial administration, including obtaining quotations, raising purchase orders, monitoring expenditure, and supporting budget tracking activities. • Undertake administrative functions associated with the delivery of Infrastructure and Environment services, including buildings and facilities, roads, cycleways and footpaths, outdoor lighting, waste management, cemeteries, parks, open spaces, and other Council assets and services. • Support the coordination and administration of contractors engaged by Council to deliver works and services, including waste collection, cleaning and maintenance programs, infrastructure maintenance, parks and open space management, and other operational activities. • Assist in the coordination of Council facility bookings and hirings, including key management, inspection processes, contractor engagement, and associated administrative requirements. • Accurately maintain and update data, records, and information systems to support Council's operational processes, reporting requirements, and service delivery outcomes. • Process and administer permits, licences, and applications relating to development planning, road openings and closures, oversize and over-mass vehicles, asbestos management, deep burials, exclusive rights of burial and burial permits. • Maintain environmental and regulatory records and assist with compliance reporting requirements, ensuring information is accurate, complete, and up to date. • Work collaboratively across the Infrastructure and Environment Services team and with other departments to support the effective delivery of Council services and organisational objectives. • Other responsibilities as shall be reasonably associated with or incidental to the above responsibilities or as shall, in the course of the employment be agreed between the parties as being or forming part of the duties.
Organisational responsibilities	• Ensure compliance with Workplace Health and Safety requirements. Comply with workplace procedures for risk identification, risk assessment and risk control. Participate in activities associated with the management of workplace health and safety. Identify and report health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.

	• Assist in the implementation of the Katherine Town Council's Local Counter Disaster Sub-Plan in the event of a disaster; • Ensure incumbent is dedicated to servicing our community and will listen to and proactively respond to their needs; • Foster sustainable, honest relationships with the community and stakeholders • Perform and deliver results that align with organisations strategic direction and serve our community; • Work in accordance with Council's Vision and Mission statement. • Provide excellent customer service through incoming telephone calls, email and front counter enquiries
Level of Responsibility	
Authority & Accountability	The exercise of discretion within standard practices and processes may involve the exercise of high precision occupational skills using various specialised techniques, systems, equipment, methods or processes. Positions provide local decisions, direction, leadership and on-the-job training to supervised employees or groups of employees.
Judgment & Problem Solving	Skills to solve problems which require assessment of a range of options having elements of complexity in reaching decisions and making recommendations. For supervisors, the work processes often require the quantification of the amount of resources needed to meet those objectives. Assistance may be readily available from other staff in the work area in solving problems.
Specialist Knowledge & Skills	Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position. Performance of trades and non-trade tasks incidental to the work.
Management Skills	Provide employees with on-the-job training, guidance and basic knowledge of workplace policies and procedures. Employees may lead small groups of employees at the 'work face'.
Interpersonal Skills	Persuasive communication skills are required to participate in specialised discussions to resolve issues, including explaining policy to the public and/or others and reconciling different points of view.

About you

Qualifications	Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through:(a) a trade certificate or equivalent;(b) completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade);and/or (c) knowledge and skills gained through on-the-job training.
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Selection criteria	
Essential	• Demonstrated ability to meet the positions key responsibilities; • Excellent written and verbal communication skills; • High level administrative skills including ability to work independently; • High level computer skills: experience in Microsoft Officer products and packages; • High Level customer service experience and skills; • Ability to work independently and problem-solve; • Ability to understand various legislations, statutory obligation, and Council policies in order to make informed decisions. • Extensive knowledge and skill gained through on-the-job training; • Minimum experience of 2 years in similar or related administrative role. • Current C Class Drivers Licence
Desirable	• Previous experience in Local Government • Previous experience in related position

ACKNOWLEDGMENTS		
Employee:		Date:
Manager/HR:	Manager, Environment and Municipal	Date: 21 October 2026
Financial delegation	\$2000	
Reviewed by:	Manager, People and Culture	
Review date:	21 October 2027	
Approval date:	21 October 2027	
Approved by:	CEO	