

Council administration officer Job Description

A free job description template for the Local government industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This council administration officer job description template is designed to reflect Australian workplace standards and local government practices at the time of publication. Confirm the applicable modern award or enterprise agreement for your council and ensure compliance with all relevant employment laws.

1. Position overview

A council administration officer provides the administrative backbone of a council department — managing records and correspondence, entering and reporting on data, coordinating meetings, diaries and documents, and supporting managers and teams with accurate, timely administration. The role blends strong organisation and attention to detail with confident use of council systems.

In Australia, council administration officers are typically classified under the Local Government Industry Award 2020 (MA000112) as indoor or administrative employees on the shared Level 1–11 scale, usually around Level 2 to Level 5 depending on responsibility and the range of duties performed. Many councils pay under an enterprise agreement instead of the award.

This template provides a foundation for creating clear, compliant job descriptions that attract organised, capable staff. Once hired, manage your administrative team efficiently with rostering software.

2. Key responsibilities

Administrative support

Providing day-to-day administrative and clerical support to a council department, including correspondence, formatting documents and general office tasks.

Records and correspondence

Maintaining accurate records in the council records management system, registering and distributing incoming and outgoing correspondence, and managing filing.

Data entry and reporting

Entering data accurately, maintaining spreadsheets and databases, and preparing routine reports and summaries for managers.

Meeting and diary support

Coordinating meetings, agendas and minutes, managing diaries and appointments, and organising travel, catering and room bookings as required.

Finance and procurement admin

Raising purchase orders, processing invoices, reconciling accounts and supporting budget tracking under supervision.

Team and stakeholder liaison

Liaising with internal teams, contractors and members of the public, responding to enquiries and ensuring documents and approvals move through the right channels.

3. Skills and attributes

- Organisation: Strong planning and prioritisation to manage competing tasks and deadlines across a busy department.
- Attention to detail: Accuracy in records, data entry, correspondence and reporting across multiple council systems.
- Computer literacy: Confident use of the Microsoft Office suite, records management systems and finance or business software.
- Communication: Professional written and verbal communication with staff, contractors and members of the public.
- Confidentiality: Sound judgement handling sensitive information in line with privacy and council policies.
- Teamwork: A helpful, reliable approach to supporting managers, teams and stakeholders across the council.

4. Qualifications and requirements

The qualifications for council administration officer positions depend on the department and level of responsibility. Some are mandatory, while others are preferred or desirable.

- Administrative experience (required) — Experience in an administrative, clerical or office support role
- Working rights (required) — Eligibility to work in Australia
- Computer literacy (required) — Confident use of the Microsoft Office suite and business systems for data entry and reporting
- Certificate in business administration — A Certificate III/IV in Business Administration is advantageous but not always essential
- Records management knowledge — Familiarity with records management systems and council processes is desirable
- Local government experience — Previous local government or public-sector experience is an advantage but can be trained

5. Working conditions

- Indoor, office-based work at a council building
- Standard business hours, with some councils offering flexible arrangements
- Extended periods of screen-based and desk work
- Regular liaison with internal teams, contractors and the public
- Handling of confidential and sensitive information
- Compliance with council policies, privacy obligations and workplace health and safety requirements

6. Award information

Local Government Industry Award 2020

Most council administration officer positions in Australia are covered by the Local Government Industry Award 2020 (MA000112). This modern award sets minimum pay rates, penalty rates, allowances and conditions for council indoor and administrative employees. View current Local Government Award pay rates.

The award uses a shared Level 1–11 classification ladder. An administration officer is typically classified around Level 2 to Level 5 depending on responsibility and the range of duties — for FY2026/27, Level 1 is \$27.11/hr and Level 5 is \$31.30/hr (full-time/part-time). Casual employees receive a 25% loading. Many councils pay above the award under an enterprise agreement — always check. Use award interpretation software to calculate pay accurately.

Penalty rates and allowances

Under MA000112, most administration officers work ordinary business hours, but penalties apply where staff work weekends or public holidays: for full-time and part-time staff, Saturday is paid at 150%, Sunday at 175% and public holidays at 250%. Casual rates are higher again because the 25% loading is added to the penalty.

Overtime applies for hours beyond ordinary hours, and a first aid allowance (about \$0.54/hr) may apply. Confirm the current rates and allowances that apply to your council, and check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a council administration officer do?

A council administration officer provides administrative and clerical support to a council department — managing records and correspondence, entering and reporting on data, coordinating meetings, diaries and documents, raising purchase orders and invoices, and liaising with staff, contractors and the public. It is an office-based role combining strong organisation and attention to detail with confident use of council systems.

Q: What award covers council administration officers in Australia?

Most council administration officer positions are covered by the Local Government Industry Award 2020 (MA000112), which sets minimum pay, penalty rates and conditions across a shared Level 1–11 scale. Many councils instead pay under an enterprise agreement. Always confirm which instrument applies to your council.

Q: What classification level should I use for an administration officer?

Under the Local Government Award, administration officers are typically classified around Level 2 to Level 5 depending on responsibility and the range of duties. For FY2026/27, Level 1 is \$27.11/hr and Level 5 is \$31.30/hr (full-time/part-time). See our Local Government Award pay guide for current rates, and check any enterprise agreement.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates can attract more applicants and set clear expectations. You can reference the applicable award or enterprise-agreement rate, or use phrases like 'Award rates plus penalties' or 'Competitive salary based on experience.' Check the current Local Government Award rates for guidance.

Qualifications

Q: Do council administration officers need a qualification?

Not always. Most roles are open to candidates with solid administrative experience, and a Certificate III/IV in Business Administration is advantageous rather than essential. Employers generally value strong computer literacy, accuracy, organisation and discretion with confidential information. Local government experience is an advantage but can be trained.

Q: What experience should I look for in an administration officer?

Look for experience in an administrative, clerical or office support role where the candidate has managed records, correspondence, data entry and reporting. Strong organisation, attention to detail, confident use of the Microsoft Office suite and sound judgement handling sensitive information are the most transferable skills for a busy council department.

Q: What qualifications should I require vs prefer for an administration officer?

Mandatory requirements usually include administrative experience, working rights in Australia and computer literacy. Preferred qualifications include a business administration certificate, records management knowledge and local government experience. Avoid over-qualifying the role, as it narrows your candidate pool unnecessarily.

Q: Can I hire administration officers without council experience?

Yes. Many councils hire from private-sector administration backgrounds and train staff on council systems, records management and processes. Focus on organisation, accuracy, communication and computer literacy. Clear job descriptions help candidates understand the department's administrative needs and self-select appropriately.

Employment

Q: Should I hire casual or permanent administration officers?

This depends on your workload. Casual administration officers offer flexibility for project work and leave cover but attract a 25% casual loading under the Local Government Award. Permanent part-time or full-time staff provide continuity and stronger retention. Many councils use a mix — permanent staff for ongoing roles and casuals for peaks and backfill.

Q: What penalty rates apply to administration officers?

Under the Local Government Award (MA000112), most administration officers work ordinary hours, but where they work weekends or public holidays, Saturday is paid at 150%, Sunday at 175% and public holidays at 250% for full-time and part-time staff. Casual rates are higher again because the 25% loading is added to the penalty. Use award interpretation software to calculate rates accurately.

Q: Does an enterprise agreement affect administration officer pay?

Often, yes. Many councils have an enterprise agreement that pays above the award and may provide additional entitlements such as a 35-hour week or rostered days off. Where an agreement applies, its terms prevail (it must leave employees better off overall than the award). Always confirm whether an agreement applies before setting pay.

Q: What should I include in an administration officer employment contract?

Key elements include: position title and classification level, employment type (casual, part-time or full-time), hourly rate or salary, applicable award or enterprise agreement, reporting structure, main duties, location and required experience. For casuals, include the 25% casual loading. Use our digital employment contracts to simplify this process.

Rostering

Q: How far in advance should I provide rosters to administration staff?

Award and agreement rostering rules vary, so confirm the notice period that applies to your council. As a general practice, providing rosters or work patterns at least 7 days in advance gives staff visibility of their hours. Using rostering software helps ensure compliance and reduces last-minute changes.

Q: How do I manage hours and leave for council administration teams?

Use rostering software and HR software to manage work patterns, approve leave and keep coverage across departments. Track flexible arrangements and rostered days off where an enterprise agreement provides them, and keep accurate records for payroll and compliance.

Q: What breaks are administration officers entitled to?

Break entitlements are set by the applicable award or enterprise agreement and generally include a meal break for shifts beyond a set length. Ensure staff record their time accurately, particularly where flexible hours apply. Use time and attendance tools to support compliance.

Q: How do I manage administration officer availability and leave?

Collect availability and leave preferences during onboarding and update them regularly. Use HR software and rostering tools to track hours, approve leave and maintain department coverage. Set clear policies about how to request changes and leave, which simplifies planning and keeps teams supported.