# Position Description

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| **Position Title:** | Councillor Business Officer |
| **Classification:** | Band 6 |
| **Business Unit:** | Customer and Corporate Affairs |
| **Reports to:** | Coordinator Councillor Business |
| **Status:** | Full time |
| **Approved by:** | Customer and Corporate Affairs |
| **Reviewed:** | September 2022 |

## 1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Melbourne Holocaust Museum and much more.

## 2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. As well as reducing emissions, we are working together to avoid waste and support Glen Eira's transition to a circular economy. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

<u>Organisational Vision and Purpose</u>

- Vision – *We are connected, collaborative and courageous. We lead for now and plan for the future.*
- Purpose – *We enhance our community's quality of life. We build our community's connection to place.*

<u>Values</u>

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

## 2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Community Wellbeing;
- Customer and Corporate Affairs;
- Planning and Place; and
- Sustainability, Assets and Leisure.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

## 3. Position Purpose and Background

- Provide assistance and support as required to the Coordinator Councillor Business
- Provide administrative support for Mayor and Councillors
- Contribute to the efficient operation of the Councillor Secretariat and CEO's Office by providing support and excellent customer service.

## 4. Working Relationships

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| Business Unit: | Councillor Business |
| Reports to: | Co-ordinator Councillor Business |
| Works with: | Mayor<br>Councillors<br>Chief Executive Officer<br>Director Customer and Corporate Affairs<br>Legal, Risk and Governance<br>Council staff |
| Other contacts: | Residents<br>Community groups<br>Government departments and authorities<br>Municipal Association of Victoria (MAV) |

## 5. Key Responsibilities

- Prepare reports and agendas for Council, Assembly of Councillors , including distributing these documents electronically via the relevant program.
- Assist the Coordinator Councillor Business in maintaining guidelines, training material and resources, and providing training and guidance to staff relating to Council Advisory Committees.
- Providing training and guidance to staff in use of Council's meeting report systems and expectation setting for quality and consistency of reports.
- Provide administrative support to the Mayor and Councillors as required.
- Administer the 'Councillor Request' process.

- Maintain financial records to ensure that the Council is meeting the objectives and requirements of the 'Councillors Civic Support and Expenses Policy'.
- Follow up any actions resulting from the Mayor's meetings as directed by the Mayor.
- Assist with the administration of the Civic Support budget and ensure purchases are approved within delegation.
- Draft, prepare and undertake word processing of correspondence, reports, briefing notes, memos and other documentation for the Mayor, Councillors, Manager Legal, Risk and Governance or Coordinator Councillor Business at the direction of the Co-ordinator Councillor Business or Manager Legal, Risk and Governance.
- Organise all Mayoral functions as well as the Mayor's attendance at other functions as required.
- Co-ordinate Councillor diaries including arranging appointments, events, meetings and conferences.
- Co-ordinate Council's citizenship ceremonies and other civic ceremony duties as required. This may include work outside normal working hours including Australia Day (time in lieu or overtime available in such circumstances).
- Co-ordinate the Chair for the Planning Conferences and update Councillor diaries.
- Any other duties as required by the Co-ordinator Councillor Business, Manager Legal, Risk and Governance or the CEO.
- Prepare annual Mayoral album.
- Maintain records of Advisory Committee meetings for the Annual Report.
- Attend Assemblies of Councillors and Council Meetings for the purpose of taking minutes as required. Time in lieu or overtime will be given when meetings fall outside normal business hours as agreed with Coordinator Councillor Business.
- Maintenance of compliance registers such as the Notice of Motion, Gift and Conflict of Interest registers, including providing training and guidance to Councillors.
- Maintenance of the Councillor portal, including updating, posting and providing training.
- Any other governance or compliance related task as requested by the Coordinator Councillor Business or Manager Legal, Risk and Governance.

***a) Administration***

- Type reports, letters, minutes and prepare correspondence for the Mayor, Councillors, Co-ordinator Councillor Business and Manager Legal, Risk and Governance, ensuring high quality production, accuracy and relevance and maintaining confidentiality at all times.
- Develop and maintain high quality and timely secretarial services.
- Prepare Governance Digest and associated materials in the absence of the Executive Assistant to the Chief Executive Officer.

***b) Planning***

- Maintain Councillors' timetables, diaries and schedules for future activities.
- Follow up Councillors and senior management to ensure required actions are taken to meet deadlines.
- Ensure all meeting information, speech requests and other relevant information or documentation is available for Councillors as needed.

***c) Organising & Review***

- Maintain appropriate filing systems and data bases that are consistent with the needs of the Councillor Secretariat's work programs.
- Ensure that all office systems are up to date and that appropriate records are kept to enable tracking of work in progress and historical documentation.

- Maintain the efficiency, order and security of computer documents through thorough housekeeping, ensuring back-up of all files exist at all times.
- Ensure records are managed and stored in Council's record management system (TRIM).

### 5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

### 5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Councillor Business Officer:

- Accountable for the maintenance of security and confidentiality of all information.
- High level of initiative in problem solving is required.
- Use judgment to prepare responses to correspondence and enquiries.
- Proven ability to understand complex political environments and appropriate responses.
- Demonstrate use of discretion and judgment to ensure the reputation of the Council is upheld.
- Undertaking all duties professionally with regards to sensitivity issues, the political climate and state/local government complexities. Will also need to respond and operate according to community concerns and sensitivities.

### 5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Councillor Business Officer:

- Ability to make prompt and appropriate decisions in the absence of the Mayor, including referral to the Co-ordinator Councillor Business, Corporate Counsel, Director Corporate Services or CEO.
- Ability to assess the urgency/importance of matters.
- Ability to express an opinion and put forth logical argument.

### 5.4 Management Skills

The following describes managerial skills required by the Councillor Business Officer:

- Excellent time management, organisational and office management skills and experience.
- The ability to plan and organise the required work and delegate according to individual staff ability, to effectively manage time and set appropriate priorities for staff to meet objectives within tight timelines.
- Commitment to work flexible hours (including evening and weekend work) to meet demands, including but not limited to Citizenship Ceremonies, Council's Australia Day.
- Proven ability to work under pressure and meet tight deadlines within a changing environment.

### 5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Councillor Business Officer:

- Demonstrated skills in handling confidential matters and information in a professional and responsive manner.
- Ability to gain the co-operation and assistance of internal staff and service users.
- Well-developed communication and interpersonal skills.
- Excellent telephone skills; strong personal communication skills to appropriately liaise with staff, stakeholders and the community.
- Excellent written communication skills.
- Friendly but professional approach to interactions with others.
- Good personal presentation at all times.

### 5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Councillor Business Officer:

- An understanding of the functions of local government and the framework of the Local Government Act 1989 and 2020.
- Demonstrated high level of efficiency in the operation of MS Suite of applications including Word, Excel, Power Point and Outlook, including layout and format of documents, and the ability to learn and effectively use other software packages.
- Understanding the importance of effective community liaison regarding the roles of the Mayor and Councillors.
- Excellent knowledge of English grammar, spelling, punctuation and expression including good reporting and business writing skills.
- Ability to prepare correspondence in a style appropriate to the matter.
- Ability and willingness to learn organisation specific systems and procedures.
- Sufficient understanding of accounting principles to follow a budget, collate and input budget forecast data.
- Good understanding of the organisation's objectives, structure, functions, culture and personalities.
- Ability to take concise minutes of meetings.
- Meticulous proof-reading and attention to detail.

### 5.7 Qualifications and Experience:

- High level of efficiency in word processing and other Council IT systems, as well as an ability to learn and use other software packages.
- Significant experience in a similar role and/or relevant tertiary qualification.
- Current Victorian Drivers Licence.

## 6. Performance Review

The Councillor Business Officer will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Councillor Business Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

## 7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Ability to develop and maintain a professional relationship with the Mayor, Councillors, CEO, Manager and Director.
- Significant experience in a similar role and/or relevant tertiary qualification.
- The ability to be able to work effectively, efficiently, and accurately without supervision to required deadlines.
- The ability to work co-operatively and effectively with other sections of Council.
- High level of competence in the operation of relevant software systems.
- Good analytical and problem solving skills.
- Well-developed writing and proof reading skills.
- Good knowledge of budgeting principles.
- Knowledge of Local Government functions, legislative framework and the role of the Mayor and Councillors.
- Ability to work outside normal working hours as required to meet the demands of the Mayoral office (time in lieu or overtime available in such circumstances).
- Mature, friendly and professional disposition.
- Good communication, administrative and organisational skills

## 8. Other Information

- Position is subject to the satisfactory completion of Police Records Check, and Employee Working with Children Check.
- Victorian Drivers Licence is mandatory.
- The position is located at the Glen Eira Town Hall, however the incumbent may be required to travel to other Council offices from time to time.
- Glen Eira has embraced a hybrid work model which includes the ability to work from home part-time, subject to team and operational requirements.