

# Position Description

<b>Position Title:</b>	Emergency Management Lead
<b>Classification:</b>	Band 7
<b>Business Unit:</b>	Customer Experience
<b>Reports to:</b>	Manager Customer Experience
<b>Status:</b>	Full Time
<b>Approved by:</b>	Director Customer and Corporate Affairs
<b>Reviewed:</b>	February 2025

## 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 Jewish 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.

### Values

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 five Directorates. These are:

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

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.

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### 3. Position Purpose and Background

Glen Eira is strengthening how we prepare for, respond to and recover from emergencies year-round. The Emergency Management Lead will drive council-wide readiness and continuous improvement across municipal emergency management uplifting the maturity of our Municipal Emergency Management Plan and sub-plans, ensuring Emergency Relief Centre (ERC) readiness, supporting a high-functioning Municipal Emergency Management Planning Committee (MEMPC), and building community capability through engagement, exercises and education. The role will step into statutory leadership as the Municipal Recovery Manager (MRM) (and on-call as MRM or MEMO on a rotating roster), and act as ERC Manager when required.

The Emergency Management Lead will lead emergency management procedures for the Town Hall and assist our Legal, Governance and Risk team in Business Continuity and Crisis Management.

### 4. Working Relationships

Reports to: Manager Customer Experience.

Internal: Councillors, Executive, Managers and staff across Council (including Customer Experience and other service areas).

External: Community members and resident groups; Victoria's emergency services and control/support agencies; government departments and statutory authorities; contractors, suppliers and partner organisations.

### 5. Key Responsibilities

- Lead continuous improvement of municipal emergency management, including the Municipal Emergency Management Plan (MEMPC) and sub-plans, aligned with current legislation, guidance and best practice.
- Serve as Council's Municipal Recovery Manager (MRM); participate in the rotating on-call roster as MRM/MEMO; act as ERC Manager during activations.
- Maintain ERC readiness (people, processes, facilities, logistics, documentation) and coordinate multi-agency relief and recovery operations when required.
- Provide executive support to the MEMPC (agenda and papers, minutes, action tracking, membership coordination) and strengthen governance, risk and assurance.
- Plan and deliver a rolling exercise and training program (tabletop to functional), capturing lessons learned and embedding improvements.
- Drive community engagement for preparedness and resilience, with accessible information and targeted outreach to priority cohorts.
- Provide support to the Legal, Governance and Risk team on preparation of the Business Continuity Plan (BCP), Emergency and Crisis Management Plan.
- Coordinate severe weather readiness (heat, storm, flood, smoke) and work with business areas to uplift BCP readiness for continuity of critical services.
- Prepare high-quality briefings, reports and advice for the Executive and Council, and represent Council in inter-agency forums and working groups.
- Lead implementation of the Town Hall Emergency Management Plan.
- Support incident management, relief and recovery operations as required (including after-hours), and undertake other reasonable duties aligned to the role.

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

The following outlines the Accountability and Extent of Authority required by the Emergency Management Lead:

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Identify hazards, assess risks and implement effective controls across planning, training, events and emergency operations (including ERCs).
- 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.
- 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 Emergency Management Lead:

- Provide specialist advice to Council, Executive, staff, public authorities and the community on municipal emergency management, recovery and resilience.
- Lead designated emergency management programs and initiatives within policy, budget, delegations and risk frameworks.
- Act under statutory appointment (MRM; on-call MRM/MEMO) and assume ERC Manager responsibilities during activations.
- Represent Council in multi-agency forums and advocate for community-first outcomes while maintaining confidence in local government.
- Exercise sound judgement to initiate, escalate or defer actions in line with guidelines, criticality and available authority.

## 5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Emergency Management Lead:

- Clear analysis and problem-solving skills.
- Ability to make decisions based on a team focus.
- Use discretion when dealing with customer service enquiries and requests.
- Judgment and decision-making must be in accordance with the organisational policies, goals and objectives.
- Problem solving required using established procedures and guidelines and the application of professional knowledge or knowledge acquired through relevant experience. Problem solving also requires and encourages the use of creative and original thinking
- Guidance and advice on more complex issues may need to be sought externally.

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## 5.4 Management Skills

The following describes managerial skills required by the Emergency Management Lead:

- Managing time and setting priorities despite conflicting pressures.
- A thorough understanding of the importance of exemplary customer service is essential.
- Ability to implement and manage change.
- Exposure to a management role, particularly the supervision of an autonomous business unit and the ability to contribute to long-term staffing strategies.
- Understanding of and an ability to implement personnel practices including EEO & OH&S. Ability to identify the training and development needs of employees and recommend appropriate training and coaching opportunities.

## 5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Emergency Management Lead:

- The ability to gain co-operation and assistance from Council staff, customers and members of the public.
- Ability to work as part of a team.
- Sophisticated communication skills in many areas — information provision, presentation, staff management, consultation, persuasion, negotiation, education and relationship building.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems in relation to Emergency Management.

## 5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Emergency Management Lead:

- Demonstrated expertise in municipal emergency management within a local government context, including recovery leadership and ERC operations.
- Strong understanding of emergency management governance, planning cycles, exercising, assurance and community-centred engagement.
- Applied knowledge of OHS and public-safety principles in emergency and event contexts.
- Ability to develop high-quality plans, procedures, briefings and reports that guide operational practice.
- Highly developed verbal and written communication skills coupled with outstanding presentation skills to enable the incumbent to effectively communicate and liaise with staff at all levels of the organisation, gain co-operation, negotiate and influence outcomes.
- Strong technical knowledge with the ability to create high level reports, analyse and interpret data and identify and resolve issues.
- Have a continuous improvement focus with the ability to make recommendations on streamlining and enhancing systems, practices and processes.
- Knowledge of budgeting and accounting/financial procedures.

## 5.7 Qualifications and Experience:

- Relevant tertiary qualification in Emergency Management or a related discipline and/or extensive experience delivering municipal emergency management programs in local or state government.
- Proven experience in recovery leadership (MRM or equivalent), on-call rostered roles, and ERC readiness/operations.

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- Experience coordinating MEMPC (or equivalent) governance, multi-agency exercises and community engagement activities.
- Experience in preparing concise, accurate documentation (plans, briefings, reports) and operating effectively under pressure.

## 6. Performance Review

The Emergency Management Lead will be required to 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 Emergency Management Lead 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

- Relevant tertiary qualification in Emergency Management or a related discipline and/or extensive experience delivering municipal emergency management programs in local or state government.
- Demonstrated expertise in municipal emergency management within local or state government, with a strong understanding of legislation, policy and council responsibilities, and the ability to provide specialist advice to executives, councillors, staff and the community.
- Planning and governance capability: maintaining and improving the Municipal Emergency Management Plan (MEMPC) and sub-plans; coordinating and providing executive support to the MEMPC; and strengthening assurance, risk and continuous improvement.
- Stakeholder and community engagement: ability to collaborate with emergency services and partner agencies; engage and inform diverse community groups; and gain cooperation and alignment in high-pressure settings.
- High-level communication skills, with high proficiency in preparing briefs, plans and reports for executives and councillors; confident verbal communication across operational and governance forums.
- Sound judgement under pressure: ability to prioritise, make timely decisions with incomplete information, escalate issues appropriately, and meet concurrent deadlines including after-hours requirements.

## 8. Other Information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.
- Victorian Driver's 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.