

### Coordinator – Economic Development Unit

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|------------------------------|---|
| <b>Position Number:</b>      | 500392  |
| <b>Directorate:</b>          | Economy, Growth and Infrastructure  |
| <b>Department:</b>           | Economic Development  |
| <b>Reports to:</b>           | Manager Strategic Planning and Economy*<br><small>*To be confirmed pending confirmation of organisation structural realignment.</small>   |
| <b>Classification:</b>       | Band 8  |
| <b>Employment Status:</b>    | Permanent   |
| <b>Location:</b>             | <b>Wallan / Civic Centre Broadford</b> – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements. |
| <b>Date created/amended:</b> | March 2021  |
| <b>Employee signature:</b>   | Date: / /   |

## About the Organisation

### Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

### Vision

Together with our Community, create a sustainable future.

### Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



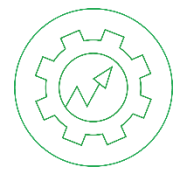
Respect



Customer Service  
Excellence



Accountability



Continuous  
Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance



- > Economy, Growth and Infrastructure
- > Advocacy and Communities

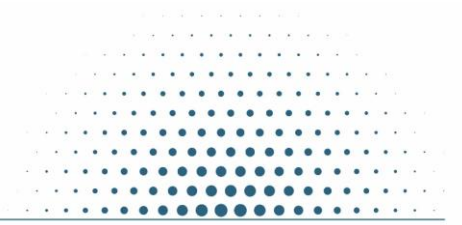
## About the Role

### Objectives

- > **Coordinate:** Lead and coordinate the effective functioning of Council's Economic Development Unit.
- > **Team Leadership:** Lead, manage and inspire the Economic Development team and its staff in their mission to *'Support the creation of jobs to improve the lifestyle of the Mitchell Shire community'* and in line with the emerging Community Vision, Council Plan, Economic Development Strategy and Tourism & Visitor Economy Plan
- > **Economic Development Expertise:** Act as Mitchell Shire Council's chief advisor on matters relating to the further development of Mitchell Shire's economy and supporting job creation
- > **Investment Attraction and Facilitation:** Lead, and help to facilitate, the investment and attraction activities of Mitchell Shire Council
- > **Business Engagement, Support and Development:** Oversee the Economic Development units work to engage, support and further develop the skills and abilities of the Shire's businesses to enable those businesses to prosper and grow
- > **Visitor Economy Development & Promotion:** Lead and oversee efforts to develop and grow Mitchell Shire as a competitive tourism destination on Melbourne's doorstep by developing the Shire's destinations, attractions, visitor economy-serving businesses, and also by promoting the Shire as a place to visit and spend time and money in.

### Key Responsibility Areas

- > Provide leadership across the organisation to support economic development and job creation in Mitchell Shire
- > Lead and manage the economic development team to develop and implement policy and strategic frameworks that deliver Council's economic development goals to increase economic benefits for the Shire, promoting and facilitating implementation of Council's policies through a cooperative approach between internal service providers and external agencies
- > Develop and maintain partnerships with key stakeholders to support sustainable economic growth, high quality investment and job creation at a local and regional level working cooperatively and collaboratively to improve economic outcomes
- > Oversee provision of policy advice and recommendations across the organisation and to Council on economic policy directions, choices and delivery
- > Ensure an understanding of the socio-economic characteristics of Mitchell Shire through collection and analysis of relevant economic, social and demographic data and trends across the Shire
- > Facilitate and oversee ongoing and effect local consultation and engagement on social and economic issues
- > Contribute to the development of relevant communication and marketing material for the Shire including print and web-based channels. Establish effective multi-disciplinary and cross-



departmental communications approaches within Council to ensure a consistent approach to local economic development, investment attraction and facilitation, and business engagement and support

- > Actively promote the Shire as a suitable location for investment and economic growth by supporting existing businesses, attracting new business investment and promoting local employment opportunities.
- > Advocate to local, state and commonwealth governments and other stakeholders for the provision of adequate and appropriate infrastructure, resources and policy outcomes to ensure the achievement and delivery of positive economic outcomes for the community
- > Develop appropriate annual and longer term strategic and operational plans for economic development (both in respect of the team's work and for the Shire as a whole)
- > Plan, prepare and manage the team's budget, and manage the accountabilities of any grants and externally funded projects
- > Prepare reports and advice for Council's executive leadership team and Councillors
- > Responsibilities and duties included in this position description are subject to multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable and appropriate award.

## About You

### **Key Selection Criteria**

1. A tertiary qualification in a relevant field such as economic development, planning, and experience in economic development in a local government or similar setting
2. Significant economic development experience with experience in a local government sector beneficial but not essential
3. Demonstrable ability to develop and implement policy and strategic work, including development, consultation, implementation, evaluation and continuous improvement
4. Exceptional communication skills and the ability to establish and maintain productive relationships with key stakeholders
5. Ability to lead, mentor, inspire and motivate staff, including setting work plans and ensuring effective and efficient program and project delivery
6. Demonstrated experience and working knowledge in the preparation and management of budgets and resources
7. Strong and proactive customer service focus, which influences all aspect work

### **Qualifications and Experience**

#### **Essential**

- > Tertiary qualification in Business, Commerce, Marketing, Economics, Town Planning, or a related discipline coupled with substantial experience.
- > Extensive relevant experience in Economic Development, Business Development or similar field.



- > Ability to support and develop coach and mentor staff to achieve agreed outcomes and performance standards.
- > Demonstrated skills to effectively plan, develop and implement strategies to foster local employment and investment growth across industry sectors.
- > Experience in planning, managing and delivering initiatives that provide demonstrated economic benefits to a local community.
- > Thorough understanding of trends, issues and opportunities relating to local economic conditions, and a demonstrated ability to liaise with, and develop solutions, in partnership with key stakeholders.
- > Strong verbal and written communication skills.
- > Valid Victorian driver's licence.
- > Willingness to undertake National Police Check.

### **Desirable**

- > Local government experience and an awareness of the operation of local government would be an advantage
- > Understanding of tourism in a local government sphere, including strategies to foster development, and delivery of visitor services.
- > Evidence of continuing professional development.

## **Organisational Relationships**

### **Reports to**

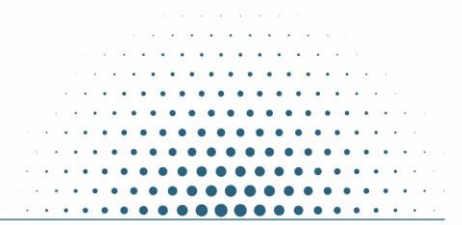
- > Directly reports to Manager Strategic Planning and Economy

### **Supervises**

- > Senior Investment Facilitation & Economic Development Project Officer (Band 7)
- > Business Engagement Officer (Band 6)
- > Tourism and Promotions Officer (Band 6)
- > Visitor Services, Event Concierge and Administration Officer (Band 5)
- > (May also be responsible for supervising other staff on a short- or medium-term basis)

### **Internal Contacts**

- > Executive Leadership Team
- > Senior Leadership Team
- > Staff
- > Information Centre Volunteers
- > Councillors



### **External Contacts**

- > Residents/ratepayers
- > Service providers and contractors
- > Statutory authorities
- > Economic development and tourism staff at other Municipalities
- > Peak bodies

### **Position Requirements**

#### **Accountability and Extent of Authority**

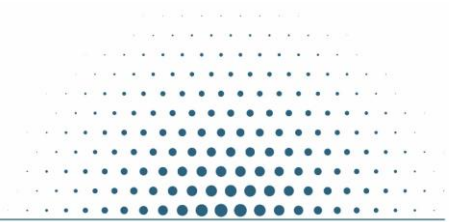
- > Accountable to the Manager Strategic Planning and Economy for the performance of key responsibilities detailed above.
- > Attend Council and community meetings as required.
- > Authorised to approve expenditure within budgetary allocations.
- > Responsible for the delivery of visitor services in Mitchell Shire.
- > Responsible for a broad range of activities within the investment attraction, business support and engagement and visitor economy management sectors.

#### **Judgement and Decision Making**

- > Must be able to recognise issues and use initiative to identify creative solutions.
- > Ability to identify trends and opportunities and devise business cases to further develop economic development opportunities in Mitchell Shire.
- > Ability to promptly respond to changing circumstances and make sound decisions to ensure the ongoing efficiency and effectiveness of the Economic Development Unit.
- > Ability to exercise independent judgment within the parameters of the role.
- > Ability to make logical decisions and evaluate alternatives.

#### **Specialist Skills and Knowledge**

- > Comprehensive understanding of economic development principles and practices.
- > High level of business acumen, with an understanding of economic development philosophies and practices, including investment, attraction and retention.
- > Understanding of tourism as an economic development tool, including a broader understanding of its role in place-making.
- > Working knowledge of relevant legislation, regulations and guidelines, including tourism accreditation requirements.
- > Experience in establishing, coordinating and implementing new and innovative strategies for economic development.
- > Detailed knowledge of the sector, including the ability to identify relevant issues and trends to support the continuous improvement of economic development outcomes in the municipality.
- > Commitment to implementing customer services standards in accordance with Council requirements.

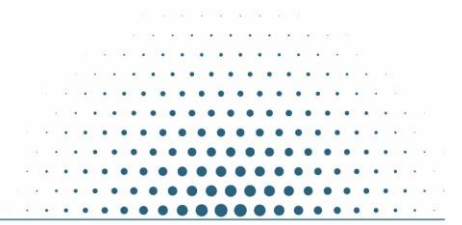


### **Management Skills**

- > Demonstrated ability to develop and drive a strategic approach to business outcomes.
- > Demonstrated capacity to identify and lead service improvements.
- > Demonstrated ability to supervise staff, including the ability to manage work plans and set priorities to achieve agreed outcomes.
- > Demonstrated ability to manage volunteers.
- > Ability to make sound judgements and recommendations, including the ability to articulate reasons behind decisions.
- > Effective organisation, time management and planning skills including the ability to prioritise multiple tasks and staff resources across multiple service locations.
- > Ability to contribute to the strategic direction of Council within the sphere of economic development.

### **Interpersonal Skills**

- > Highly developed oral and written communication skills.
- > Absolute integrity, trustworthiness and professionalism.
- > Able to professionally represent Council at forums and meetings.
- > Able to work as part of a team to meet and deliver Council services and requirements.
- > Able to work cooperatively and collaboratively with others.
- > An understanding and appreciation of the purpose and goals of the functions of Council and the wider organisation as a whole.
- > Able to deal with difficult situations, resolve problems and negotiate successful outcomes.
- > Commitment to staff development, communication and consultation.
- > Ability to work effectively and efficiently under pressure.
- > Able to liaise with counterparts in other organisations to develop innovative policies and procedures.



## Appendix A - Conditions of Employment and Responsibilities

### Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise **Agreement No 8 2020 -2024**
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

### Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

### Charter of Human Rights Compliance

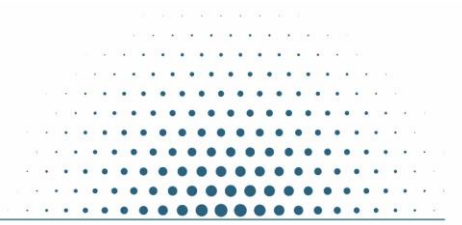
Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

### Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



### Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

### Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

### Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

### Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high-quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

### Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled, you must inform your manager immediately.





### **Emergency Management**

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

### **Hours of Work**

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full-time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

### ***Accrued Day Off (ADO) and Rostered Day Off (RDO)***

An ADO/RDO is applicable for some positions, with the following arrangement;

#### ***Monthly ADO***

A Monthly ADO is available to full time staff. As a full time, indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

#### ***Fortnightly ADO***

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5-hour days for 9 days per fortnight, with the 10<sup>th</sup> day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

### **Motor Vehicle**

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

### **Policies and Procedures**

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

### **Pre-Employment Checks**

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

### **Qualifications Required for the Role**

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

### **Qualifying Period**

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

### **Recognition of Prior Service**

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

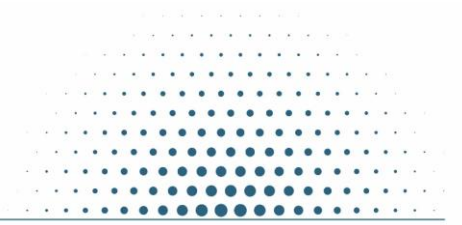
### **Payroll**

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

### **Risk Management and Occupational Health and Safety**

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



### **Superannuation**

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

### **Types of Employment**

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

**Casual Employees** will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

**Part Time Employees** can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

### **Variances to Duties**

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.