



### Events and Business Advisor

**Position Number:** 500623

**Directorate:** Economy, Growth and Infrastructure

**Department:** Strategic Planning and Economy

**Reports to:** Economic Development Coordinator

**Classification:** Band 6

**Employment Status:** Fixed Term – 5 months - Full Time

**Location:** Wallan or Broadford Office all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements or work from home

**Date created/amended:** June 2021

## 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



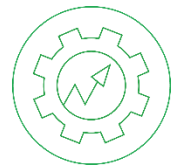
Respect



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

### **POSITION OBJECTIVES**

- > To provide practical support to businesses and event organisers so they comply with COVIDSafe practices and requirements in order to minimise the risk of transmission.
- > To support high density and high-risk locations such as markets, events, and shopping strips with customer information on checking in, physical distancing, face masks, cleaning and sanitising.
- > To support businesses and events so they understand the importance of the check-in processes for contact tracing in case of outbreaks.
- > To record engagements with businesses and collect information to provide to State Government agencies on areas of non-compliance and other issues and concerns.
- > To provide practical support to Mitchell Shire based businesses and events, as part of the aims of the Economic Development team.
- > Remain up to date and research the development of policies and legislation relating to any COVIDSafe compliance as directed by the state government.

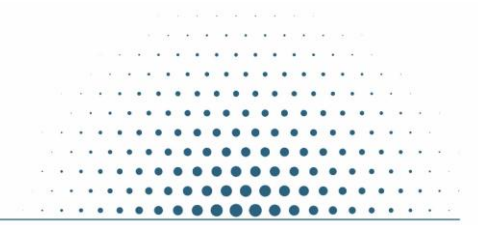
### **KEY RESPONSIBILITY AREAS**

#### **Supporting Businesses and Events with COVIDSafe practices**

- > Be the key contact for businesses in the Economic Development team for COVIDSafe practices, advice and where to access further information.
- > Liaise with event organisers to ensure their Covid-safe practices are up to date and being implemented.
- > Utilise and record all business engagements into the Economic Development database, 'Monitor CRMS', in a timely and accurate manner, maintaining an accurate record of activities in line with program requirements.
- > Liaise with Chambers of Commerce to identify areas of risk for businesses when implementing their COVIDSafe practices.
- > Compile key information, write email newsletters, and promote COVIDSafe campaigns across the shire for businesses and event organisers.
- > Where appropriate, direct and refer businesses on to other appropriate service providers, where Council is unable to provide advice.
- > Assist and deliver business events and workshops across the shire.
- > Identify opportunities for improvements to existing program and initiatives, and to identify opportunities for new programs and/or initiatives that would better support SMEs to cope with and survive the economic challenges arising from COVID-19.
- > Assist the Economic Development unit to reach out to businesses in Mitchell Shire, particularly SMEs, and identify their current position in relation to COVID-19 or other business challenges, and their associated support needs
- > Develop effective business partnerships to assist business owners and managers to understand their business requirements, identify trends, solutions and strategies to meet their long-term operational requirements as part of COVID-19 recovery.

#### **Other Duties**

- > Other duties as requested by team management from time to time



- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

### **ORGANISATIONAL RELATIONSHIPS**

#### **Reports to**

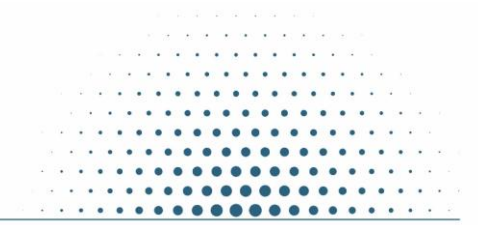
- > Economic Development Coordinator

#### **Internal Contacts**

- > Economic Development Unit, including all team members:
  - Senior Economic Development Project Officer
  - Business Development and Engagement Officer
  - Tourism and Promotions Officer
  - Visitor Services and Administration Officer
  - Business Strategy Specialist (fixed term)
- > Other Council Staff
- > Councillors

#### **External Contacts**

- > Local businesses
- > Commercial/Trade/Business Groups
- > State Government Departments
- > Statutory Authorities
- > Economic development and tourism staff at other municipalities
- > Regional Organisations
- > Peak Bodies



## About You

### KEY SELECTION CRITERIA

1. Tertiary qualification in Business, Marketing, Economics or related discipline.
2. Several years experience in Business (SMEs), Marketing, Business Operations or Event Management, Local Government or similar field.
3. Demonstrated recent relevant experience of working within a small or medium enterprise or a background in working with private sector business in an operational role.
4. An ability to communicate and educate businesses and the community while using a variety of mediums including in person, online, or over the phone.
5. Demonstrated experience in managing consistently high volumes of incoming enquiries whilst remaining self-motivated, well organised, efficient and effective.
6. Demonstrated ability to diagnose problems and risks, and to identify potential solutions and risk management strategies, in a commercial / private sector context.
7. Demonstrated ability to listen to and empathizes with individuals who may be suffering significant financial or other forms of stress, and to calmly and patiently explain potential options and guide them to potential solutions
8. Demonstrated ability to work confidently in a team and add value to the team's output, including by developing insights and communicating these to other team members clearly and effectively.

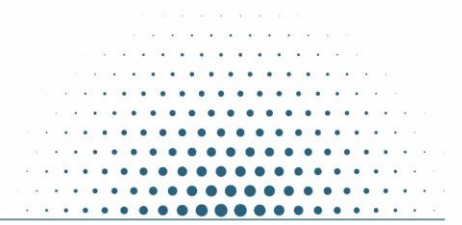
### QUALIFICATIONS AND EXPERIENCE

#### Essential

- > Tertiary (university or TAFE) qualification(s) in Business, Marketing, Economics or a related discipline
- > Several years experience in Business (SMEs), Marketing, Business Operations or Event Management, Local Government or similar field.
- > A background working for or with private sector businesses, with knowledge about operational business environments.
- > Demonstrated ability to show empathy towards business owners who may be feeling financial or emotional pressures.
- > Demonstrated experience as a strong and clear communicator.
- > Demonstrated high level of attention to detail, excellent organisation skills, and the ability to manage matters autonomously with minimal supervision and instructions.
- > A valid driver's licence.
- > Willingness to undertake National Police Check and Working with Children Check

#### Desirable

- > Evidence of continual professional development
- > Local Government experience is not imperative; however, an awareness of the operation of local government would be an advantage.



## Position Requirements

### Accountability and Extent of Authority

- > Accountable to the Economic Development Coordinator for the delivery of business engagement and support services as detailed above.
- > Accountable for the quality and timeliness of business development associated processes as determined.
- > Accountable to attend meetings and respond to requests without referral on areas within their role.
- > In conjunction with the Coordinator and other members of the Economic Development team, contribute to the review and development of business advice and support programs and initiatives.
- > Works under general supervision with respect to economic development, business support and other general duties.
- > The freedom to act is governed by clear objectives and significant timelines.
- > Ensuring that all requirements of OHS and EEO and other legislative and regulatory functions are observed.

### Judgement and Decision Making

- > Must be able to recognise issues and use initiative to identify creative solutions.
- > Must be able to promptly respond to changes in circumstances and make sound decisions to ensure the ongoing efficiency and effectiveness of the services as detailed above.
- > Must be able to improve and or develop methods and techniques based on previous experience.

### Specialist Knowledge and Skills

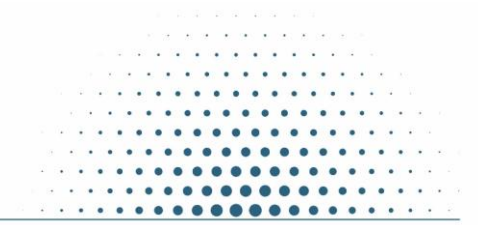
- > Skills in supporting and communicating to local businesses.
- > Ability to liaise with business regarding their needs and expectations.
- > Proficient in the use of the suite of Microsoft Office applications and a range of devices.

### Management Skills

- > Ability to plan, manage and prioritise time to achieve objectives within a timetable.
- > Ability to weigh up options and make logical decisions.
- > Ability to work independently and constructively as part of a team.
- > Ability to make sound judgements and recommendations, including the ability to articulate reasons behind decisions.

### Interpersonal Skills

- > Ability to relate to people from diverse backgrounds.
- > Absolute integrity, trustworthiness, and professionalism.
- > Highly developed teamwork and communication skills.
- > Excellent oral and written communication skills.
- > Ability to build and maintain relationships with internal parties, external parties including key user groups and stakeholders.



- > Demonstrated ability to project a positive image of the Council in the delivery of economic development outcomes.





## 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 2020

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.

### Motor Vehicle

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.