

POSITION DESCRIPTION / SPECIFICATION

1. POSITION IDENTIFICATION

Title	Governance Officer	Level	5
Business Unit	Governance	Position Number	00012, 00013, 00781
Directorate	Governance and Strategy	Date Effective	October 2011
Reporting to	Governance Co-ordinator	Date Updated	May 2017

2. KEY OBJECTIVES

- Provide a support and advisory service for Council decision making processes, ensuring that governance processes and agenda items comply with statutory provisions and policies.
- Provide a high-level administration support function and documentation regarding Council's decision making processes.
- Provide a high level of customer service to both internal and external customers and stakeholders.

3. KEY ACCOUNTABILITIES

- Administrative duties are undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- Correspondence and other written material is of a high standard and content is accurate and error free, and in accordance with the City's writing guidelines.
- Work activities, support and advice are accurate, timely and in accordance with relevant legislation, governance policies, procedures and adopted practices.
- Ensure information is handled in a professional, discreet and confidential manner.
- Undertake activities in accordance with the Business Unit Plan, Annual Plan, Corporate Business Plan, Strategic Community Plan and other relevant plans.
- Ensure prompt capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with OSH legislation, City protocols, procedures and other OSH related requirements, and actively support the City's safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Governance

- Co-ordinate the organisation, compilation and distribution of agendas, minutes and other meeting documentation for Council, its Committees and Electors meetings ensuring that all items of business comply with legislative and governance requirements and the various policies of the City.
- Attend Council, Committee and Electors' meetings in order to provide a confidential, effective and efficient meeting support service, including the provision of guidance and advice to Elected Members and staff on legislative and local law provisions relating to meetings.
- Provide training, advice and feedback to employees from other Business Units in relation to the preparation of Council and Committee reports, Council's decision-making processes and other compliance requirements.
- Provide advice to employees and members of the public on meeting procedures and legislative requirements, ensuring appropriate confidentiality.
- Prepare accurate and timely minutes of Council, Committee and Electors meetings and co-ordinate the referral, follow up and bringing forward of matters and actions from committees or meetings.
- Attend Agenda Settlement meetings and co-ordinate the completion of follow-up actions with employees (including Directors and Managers) across all Business Units.
- Prepare Council reports, as required, including liaising with Business Units to obtain information for inclusion.
- Distribute documentation for meetings and other correspondence to Elected Members.
- Upload documents related to meeting agenda and minutes to the intranet, City website and Elected Members' Portal.
- Undertake and research allocated low level projects.
- Research, prepare and compile written materials, correspondence, reports and basic spreadsheets.

Outcome: Administration

- Assist the City in the co-ordination of centralised advertising processes for statutory and public notices and general advertising relating to Council proceedings.
- Participate in the development and maintenance of City processes and procedures.
- Compile and monitor performance indicators for reports and council decision making processes.
- Monitor quality control systems for all governance and administration procedures to support the Council's agenda and minutes processes and governance framework.
- Identify and develop improvements to internal processes and procedures relating to the Council's decision making and governance responsibilities.
- Assist with the conduct of the City's Local Government Elections.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Customer Service

- To provide customer service to internal and external customers.
- Respond to incoming correspondence in accordance with City timeframes and parameters.
- Liaise with internal and external customers and stakeholders.

5. WORK RELATED REQUIREMENTS / SELECTION CRITERIA

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- High level written and verbal communication skills including report writing.
- High level problem solving and conflict resolution skills, to effectively liaise with internal and external parties.
- High level organisational and time management skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- High level computer literacy in particular with Microsoft Office suite of programs (Word, Excel, Outlook, Adobe).
- High level customer service and interpersonal skills, including the ability to liaise effectively and courteously with internal and external customers and stakeholders.
- High level analysis and review skills for preparation and presentation of reports, agendas and minutes.
- Ability to read, interpret and apply legislation, local laws and policies to the Council's decision-making processes.
- Ability to manage information within a confidential and politically sensitive environment.
- Ability to work within a team.

Knowledge:

- Sound knowledge of administrative and meeting procedures, including detailed understanding of agenda and minute preparation.
- Knowledge of local government statutory procedures, services and decision-making frameworks.
- Knowledge of Content Manager system and/or a general understanding of records management.

Experience:

- Demonstrated experience working in a similar role in an office environment.
- Demonstrated experience in the preparation of high quality, accurate written documentation for external stakeholders.
- Demonstrated experience in agenda preparation and minute taking.
- Demonstrated experience in office and administrative practices and principles.
- Experience in working in a busy environment with competing deadlines.
- Experience in using electronic audio and visual systems.

Qualifications / Clearances:

- Qualification in Business Administration or equivalent or substantial relevant experience.

6. EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints.
- Freedom to act governed by clear objectives and or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance usually available.
- Contribute to interpretation and administration of matters for which there are no clearly established procedures.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction

Internal:

- Personal Assistants
- Managers
- Directors
- Office of the CEO
- Mayor and Elected Members

External:

- Residents and ratepayers
- General public
- Stakeholders

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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