Mayor and Council Support Officer

Position Description
**About us**

From surfing to cycling to wining and dining and everything in between, Bass Coast provides the perfect balance of rural, residential and holiday lifestyles for all to enjoy— all with stunning backdrops of beaches, bushland and rolling hills.

A fast growing peri urban coastal shire with a strong focus on the balance of environment, economy and community. The environment is our economy. To meet the needs of our fast growing status our organisation has been reimagined to meet the current and future challenges. Our organisation is underpinned by the principles of:

- We deliver
- Placing the customer at the centre of everything we do and,
- Being a part of something bigger

With a proven track record of investing in our people we attract high quality applicants who want to contribute to our community, excel in their careers live the values of Excellence, Passion, Imagination, Integrity & Courage.

Reporting to the Acting Team Leader Governance, the Mayor and Council Support Officer is responsible for providing high level executive support to the Mayor and Councillors. This is achieved through a focus on the key responsibility areas outlined below.
Key responsibility areas

Executive support to the Mayor:

• Manage diary commitments organising appointments, public relations and media requests.
• Ensure the Mayor is appropriately prepared for meetings and events.
• Prepare and/or coordinate correspondence, speeches and presentations for the Mayor.
• Coordinate civic receptions, Mayoral welcomes and other Council functions on behalf of the Mayor.
• Assist with the changeover of the role of Mayor including induction of newly elected Mayor.
• Provide other administrative support as required.

Executive support to all Councillors:

• Provide diary management and meeting/event preparation assistance.
• Arrange travel, accommodation and registrations for conferences, seminars, professional development and workshops.
• Coordinate request management for and on behalf of Mayor and Councillors and customer enquiries received by Council for the Mayor and Councillors. Initiate, process and follow up on actions liaising with relevant Council Officers to ensure appropriate and timely responses.
• Review all outgoing Council correspondence signed by Mayor and Councillors to ensure quality and consistent communication.
• Provide high level administrative support to the Councillors including:
  o Coordinate Councillor reimbursement process.
  o Coordinate Mayoral expenditure.
  o Manage the Councillor Request process. Produce regular reports on Councillor requests.
  o Ensure Councillors’ statutory obligations are met such as following up the pecuniary interest returns.
  o Assist with Council’s administrative actions for Council elections and by-elections.
  o Assist in the development and review of the Councillor Induction Program and policy documents that support the operation of Councillors.
  o Maintain and enhance website content in relation to Mayor and Councillors.

Provide administrative assistance:

• Assist Governance Officers with administrative functions associated to the Councillors.
• Work in collaboration with the Executive Assistant to the Chief Executive Officer to coordinate meetings/events and operational matters requiring attendance and input by the Mayor and CEO.
• Coordinate and assist with special projects as required.
Organisational relationships

The incumbent is responsible and accountable for:

- Know and understand the system that you work in and help the organisation improve outcomes and provide high value to customers (internal and external) by improving systems, processes and relationships with a commitment to the philosophy of Business Excellence.
- Accountable for the quality and timeliness of work performed and advice given ensuring consistency with legislation, quality and corporate plans and organisational policies and procedures.
- Follow effective risk management practices, identify hazards in the workplace and actively contribute to a safety culture.
- Ensuring you understand your information management responsibilities and that records are created, captured and monitored in accordance with legislation, regulations and standards and Council’s internal policies and procedures.
- Contribute to emergency management activities when required and directed by the General Manager.
Competencies

Judgement and decision making
The incumbent must be able to:

- Decision making - decisions need to reflect the objectives of the department and organisation.
- Problem solving - capable of providing advice and assistance to the public and solving day to day problems using instructions, information, techniques and systems provided.
- Political and environmental awareness – ability to exercise discretion at all times and, in particular, when dealing with confidential issues.
- Self-motivation - expected to maintain an enthusiastic approach in the performance of duties regardless of personal beliefs.

Specialist Skills and Knowledge
The incumbent must be able to demonstrate:

- Governance – an understanding of the context of Local Government including knowledge of Council Meeting procedure, elections, delegations and an understanding of Councillors’ role within the organisation.
- Specialist – knowledge and experience in function and event management.
- IT - advanced skills in the use of all Microsoft Office applications.
- Administration – high attention to detail and the ability to record accurate minutes of Council meetings and maintain accurate information systems and procedures.
- Legislative compliance – understanding of Councillors’ statutory obligations under the Local Government Act and how it impacts on the organisation.
- Continuous improvement - continually refine processes and relationships to improve outcomes and effectiveness.

Management skills
The incumbent must be able to demonstrate:

- Time management - able to organise and manage own work commitments to meet set deadlines in a fast paced work environment.
- Project Management - organising and planning skills that can anticipate needs and meet deadlines. Document
- Management – use Infocouncil to track Council reports to prepare Council agendas and minutes.

Interpersonal skills
The incumbent must be able to:

- Teamwork - able to operate positively as part of a team providing and gaining cooperation and assistance for the purpose of achieving common goals.
- Written and Oral communication skills - capable of preparing presentations, speeches, correspondence, minutes and reports. Able to process the work of others from email, handwritten notes, verbal or other forms of instructions.
- Relationships – able to develop effective relationships and managing positive stakeholder engagement: instil confidence, respect and trust.
- Responsiveness – respond to internal and external customers in a timely manner.
- Assertiveness - ability to demonstrate excellent public relations skills to enable competent handling of difficult people/situations and sensitive issues.
- Confidentiality – maintain professionalism and confidentiality at all times.

Qualifications and experience
The incumbent requires:

- Diploma in Business Administration or other relevant qualification.
- Extensive experience in administration in a highly regulated and fast paced work environment.
- Current Victorian Drivers Licence.
Pre-Employment Checks

Applicants will be required to undergo pre-employment checks including but not limited to a Police Records Check.

Key Selection Criteria

Selection will be based on the following key selection criteria; however reference will also be made to other listed skills, knowledge and attributes as required in the position description.

- Proven experience in providing high level administrative support.
- Ability to establish and maintain highly effective relationships both internal and external to the organisation.
- Ability to work within competing deadlines and priorities, displaying excellent time management.
- Advanced written and verbal communication skills.
- Ability to work independently.