Melton City Council

Community Grants Support Officer

Position Description

PD: 00008

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Community Grants Support Officer
Directorate	City Life
Business Unit	Healthy Connected Communities
Position Classification	Band 5
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Coordinator Healthy Inclusive Communities
Supervises	Nil
Internal liaisons	• Community Grants Delivery Officer • All Council staff
External liaisons	• Customers of Council • General Public • Government Bodies

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide professional and effective administration of Council's Community Funding Programs, ensuring excellent customer service to maximize community access to a range of funding opportunities in line with community capacity building priorities.

- Provide support to Council grants procedures including developing efficient and robust business systems and governance which ensure accuracy and integrity of data.

5. Key responsibility areas

- Support the effective implementation of Council's Community Grants Programs, including administration and assessment processes, consistent with Council policy.
- Work closely with the Community Grants Delivery Officer to deliver all aspects of an effective and robust Council grants program.
- Undertake required periodic reporting on all Community Grants Programs and policies.
- Conduct training and information sessions to support our community in developing quality funding applications, including making connections within our community for collaborative approaches to funding submissions and associated projects.
- Support the development and maintenance of electronic grants management systems and be responsible for the administration of the grants page/s of Council's web site and maintenance of relevant databases.
- Support marketing initiatives to promote Council's Community Grants programs through the coordination of local press and website advertisements, information sessions, brochures and launch / cheque presentation events.
- Provide advice regarding ways to improve efficiencies within Melton's Community rants program.
- Support the Community Grants Delivery Officer to ensure appropriate acquittal and reporting on Council grants.
- Maintain a high level of confidentiality and discretion in the handling of a wide range of information and projects.

6. Accountability and extent of authority

- Maintain, monitor, evaluate, review and provide administrative support to Council's Community Grants Programs, relevant policies and procedures.
- Ability to provide specialist advice or regulate clients subject to close supervision and clear guidelines, the effect of decisions on individual clients may be significant but are always subject to appeal or review by more senior employees.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Capability to solve occasionally complex or technical problems not previously encountered, utilising some creativity and originality.

- Ability to solve problems using procedures, guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Develop evidence-based judgements and recommendations, including the ability to articulate complex reasoning behind decisions.
- Guidance and advice is usually available within time to make a decision.

8. Specialist skills and knowledge

- Experience using diverse administrative systems and software including all elements of Microsoft Office and preferably including SmartyGrants.
- Possess an understanding of the long-term goals of the business unit with an appreciation of the goals of the wider organisation.
- Understanding of the functions of the position within the organisational context including relevant policies, regulations and precedents.
- Comprehensive knowledge of administration procedures relevant to Community Funding Programs.
- Analyse reports / research and summarise relevant issues and trends for the continuous improvement of administered programs and policy.
- Highly developed computer skills to produce accurate documentation and reports.

9. Management skills

- Strong time management skills, including the ability to prioritise tasks, plan, organise work activities and manage customer requests to achieve specific and set objectives within the available resources and timeframes.
- Attend meetings outside of normal office hours and work flexible hours.
- Initiate an appropriate organisational response to ensure customers receive the best possible service.

10. Interpersonal skills

- Demonstrated strong communication skills, including public speaking, presentation and excellent written skills with the ability to adapt communication to suit diverse audiences.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Ability to write reports within field of expertise and/or prepare external correspondence.
- Display sensitivity and discretion when dealing with confidential issues.

11. Qualifications and experience

- Tertiary qualification in administration or related discipline with little or no experience, or lesser formal qualifications with work skills and relevant experience in the implementation and administration of grant programs.
- Demonstrated experience in the operation of a variety of Windows-based applications and databases

12. Key Selection Criteria

1. Tertiary qualification in administration or related discipline with little or no experience, or lesser formal qualifications with work skills and relevant experience in the implementation and administration of grant programs.

2. Demonstrated experience efficiently undertaking administrative processes with exceptional attention to detail.
3. Excellent computer skills and experience with the operation of a variety of Windows based applications and databases preferably including SmartyGrants.
4. Demonstrated experience in extracting data from Windows and grants applications, preferably SmartyGrants to support preparation of reports and analysis.
5. Demonstrated strong communication skills, including public speaking, presentation and excellent written skills with the ability to adapt communication to suit diverse audiences.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Healthy Connected Communities	January 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date