

Position description

Support Officer

Summary information

Section	Community	Directorate	City Living
BCC number(s)	BCC1066	Position type	Permanent, full-time
Grade	Grade 6	Skill descriptor	Band 2 Level 1
Reports to	Coordinator Community Development	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	September 2019		

Our values



Teamwork



Customer Focused



Innovation



Commitment to Safety

Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all of their objectives.

1. Position purpose

This role is primarily responsible for providing administrative support and coordination to the Community Development section.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

2. Qualifications and experience

Essential:

- Certificate III in a related field
- Suitable relevant work experience.

3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4. Key accountabilities

Position specific

- To provide project support to Community Development team.
- To establish, coordinate and maintain effective administration systems for the Community Development team.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our volunteers policy and standards
 - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.

- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5. Duties

- Provide a telephone enquiry service for customer service referrals from Council's BCIC team including responding to enquiries across a range of different functional areas and referring to appropriate team members.
- Prepare correspondence in timely fashion – including VIP/Councillors, mail merges, memos, and general correspondence.
- Provide high level assistance to the Coordinator Community Development in responding to, and redirecting, enquiries in their absence.
- Co-ordinate, printing, and photocopying requests to print room.
- Arrange and maintain stationary stores, including keeping a stock of forms.
- Maintain an inventory of Community Development assets, including technology equipment and community engagement materials, and coordinate bookings, usage, storage and maintenance.

- Act as web publisher for Community Development team members. This will include uploading approved documents to Council's Intranet and Internet web pages.
- Effectively maintain administration records and files - including collecting, distributing, and maintaining files.
- Distribute mail and other related documents and information to the staff of Community Development team.
- Monitor progress of orders, payments and supplies/service provision including identifying suppliers, obtaining quotations, entering orders on system and processing of payments.
- Maintenance and processing of attendance records and leave records.
- Maintain register of Work Instructions – including entering Work Instructions onto the Council system.
- Assist in setting up events and meetings – including preparation of name tags, taking RSVP's, arranging catering, booking equipment, and photocopying agendas and minutes.
- Providing administrative support to Community Development team meetings and Council Advisory Committee meetings including developing agendas, minuting proceedings, and their distribution to team members.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: