POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>TITLE</th>
<th>Business Support Officer – Infrastructure</th>
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<tbody>
<tr>
<td>DIRECTORATE</td>
<td>Technical Services</td>
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<tr>
<td>BRANCH</td>
<td>Infrastructure</td>
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<td>AWARD CLASSIFICATION</td>
<td>Band 4 of the Victorian Local Government Award 2001, as amended by the Mount Alexander Shire Enterprise Agreement No 5, 2010</td>
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<tr>
<td>HOURS</td>
<td>0.6 EFT (22.8 hours per week)</td>
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<tr>
<td>OCCUPANT (IF APPLICABLE)</td>
<td>Vacant</td>
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<tr>
<td>APPROVED BY</td>
<td>Director Technical Services</td>
</tr>
<tr>
<td>DATE OF CREATION / AMENDMENT</td>
<td>July 2013</td>
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PART A - COUNCIL AND COMMUNITY INFORMATION

VISION

What We Are Trying To Achieve

A strong, engaged community creating a dynamic future together.

VALUES

What We Stand For

- Fairness
  We respect and understand the needs of our community and balance these in our decision making.

- Partnership
  We work with others for the benefit of our community.

- Excellence
  We strive for quality in all our work.

- Accountability
  We make decisions openly and take responsibility for our actions.

- Responsibility
  We provide stewardship for the Shire’s assets and finances in order to protect them for the future.
Mount Alexander Shire has much to offer, from a rich heritage to picturesque natural surroundings, a thriving local economy and a diverse cultural life. Situated in Central Victoria, it is connected to Melbourne by the Calder Freeway and fast passenger train. The proximity to Melbourne and Bendigo has encouraged many to relocate here to take advantage of the lifestyle on offer.

The Shire has significant heritage. The region is an ancient landscape which bears the imprint of many cultures. Over tens of thousands of years, Aboriginal people put the region’s founding cultural layer in place. This is Jaara Jaara country and throughout the Castlemaine Diggings National Heritage Park, this heritage can be discovered by seeing scar trees, rock wells, artefacts and ancient meeting places.

The area was settled by Europeans in 1851 and much evidence of early settlement and mining still remains today.

The tourism industry in Mount Alexander is very strong and the Shire is known far and wide for its cultural facilities and events. The arts community is as talented as it is diverse, with award winning artists from many fields living and practising in the area. The hospitality industry is also flourishing, with many eateries, wineries and other local producers in the Shire. Award winning produce attracts tourists and provides a strong platform for local businesses.

The Mount Alexander community is a very strong one with strong levels of volunteerism and participation in community life. The area is known for the established environment movement which is demonstrating leadership to addressing the impacts of climate change.

Our townships have a strong sense of identity that promotes a strong sense of belonging. Indeed the Shire offers a range of lifestyles, catering for those who enjoy rural living, as well as those who live in the urban areas and an extensive farming community.
PART B – BUSINESS SUPPORT OFFICER - INFRASTRUCTURE

POSITION OBJECTIVES

- To provide efficient and effective administrative, business and project support to the Infrastructure Unit, and provide high level customer service.

KEY RESPONSIBILITY AREAS

To undertake a range of administrative and support duties including:

- Making and coordinating meetings and appointments for the Infrastructure Unit.
- Preparation and distribution of documents (including reports, correspondence, memos, specifications, estimates, agendas, minutes and advertisements) to a high level of skill and accuracy.
- Delivery of excellent customer service to internal and external customers.
- The development of systems and procedures which promote continuous improvement within the Infrastructure Unit and Council as a whole.
- Assist in administration of contracts, including raising purchase orders, receipting goods and services, and acquitting invoices.
- Have an understanding of Council’s occupational health and safety and risk management policies, procedures and programs and the application of sound risk management practices within the workplace and wider community.
- Provide support with researching and drafting of various reports and funding submissions as directed.
- Provide support with monitoring of budgets, project plans, and work plans.
- Attendance at meetings as directed and the taking of minutes as required.
- The development and maintenance of various databases as required including the asset register.
- The screening of telephone calls and visitors for the Manager Infrastructure as necessary.
- Undertake preparations for community workshops and civic functions within the auspices of the Infrastructure Unit.
- Preparation of and despatching fire notices in consultation with the Municipal Fire Prevention Officer.
- Coordinate assistance with events assistance requirements relating to infrastructure.
- Ability to recognise how culture supports the achievement of organisational objectives through being a member of a team.

ORGANISATIONAL RELATIONSHIPS

Reports To: Manager Infrastructure

Supervises: Nil

Internal Liaisons: All Council Staff
Committees of Management

External Liaisons: Members of the Community
Local, State and Federal Government Authorities
External Consultants
Community Groups / Organisations
Businesses and Contractors
ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for the effective and efficient performance of all duties and key responsibilities listed above and adherence to the position.
- Accountable to the Manager Infrastructure for performing duties as directed. A high level of efficiency will be required to be maintained whilst adhering to clear objectives and agreed reporting mechanisms.
- The freedom to act is limited by standards, procedures, the content of the position description and the nature of tasks assigned to the position from time to time.
- The work is performed under limited supervision.
- The incumbent is accountable for the quality, quantity and timeliness of their work.

JUDGEMENT AND DECISION MAKING

- Make decisions on all matters that are within the responsibility of the position provided that these decisions are within any legislative requirements or Council policies / procedures and relevant standards.
- Prioritise daily routine functions and coordinate with specific allocated tasks.
- Under general guidance and advice, judgment and decision making including screen incoming telephone calls for the Manager Infrastructure, assessing importance of issues raised, responding to enquiries and addressing concerns where possible, and redirecting where appropriate.
- Working at all times within the limits of delegated authority and available resources and applying appropriate procedures to tasks undertaken.
- Alerting the Manager Infrastructure to any organisational issue that may impact upon the Directorate.
- Providing accurate advice and making informed decisions based on up to date knowledge and information.
- Ensuring the sensitivity of all allocated documentation remains confidential.

SPECIALIST SKILLS AND KNOWLEDGE

- High level literacy and numeracy skills.
- Advanced word processing skills.
- Excellent skills in Windows based software and presentation systems.
- Demonstrated skills in general database and spreadsheet management.
- Knowledge pertaining to the Local Government Act and Information Privacy Act would be viewed favourably.

MANAGEMENT SKILLS

- Ability to manage own time by setting priorities, planning and organising own work.
- Ability to work with minimal supervision and successfully coordinate and complete work deadlines.
- Ability to coordinate work commitments and meet agreed objectives and timelines.
- Ability to utilise initiative in researching and analysing information.
- Ability to write reports and compose correspondence.

INTERPERSONAL SKILLS

- Excellent written and oral communication skills.
- Ability to work as part of a team or autonomously as required.
- The ability to maintain confidentiality.
- Excellent interpersonal skills.
- Well developed problem solving skills and the ability to exercise sound judgment.
- Demonstrated capacity to adapt to changing circumstances and be flexible in approach to meeting challenges.

**QUALIFICATIONS AND EXPERIENCE**

- Formal administrative or secretarial qualifications are desirable or demonstrated extensive relevant experience.
- Demonstrated communication skills incorporating high level literacy and numeracy skills.
- Demonstrated time management skills.
- Proven experience in dealing with customers and the general public.
- Demonstrated problem solving skills.
- Demonstrated experience in developing and maintaining databases.
- Demonstrated experience in the researching of topics.
- Previous experience in working within a Local Government setting is not essential but would be highly regarded.

**OCCUPATIONAL HEALTH AND SAFETY AND RISK MANAGEMENT**

All employees, contractors and service providers are responsible for effective risk management practices, including incident reporting, and ensuring that management is aware of risks associated with business operations. All staff members are to:

1. Understand and observe risk management policy, strategy and procedure;
2. Assist their manager in the identification, development and maintenance of the risk management action plan;
3. Develop agreed and measurable success measures to support the risk management action plan and risk management strategy;
4. Assist their manager in the input of risks into the risk register database; and
5. Implement risk management practices in their daily activities.
6. Report any injury, illness, asset of financial loss, hazard and near miss incident to their manager/supervisor as soon as they are detected in accordance with Council procedures.

**KEY SELECTION CRITERIA**

**ESSENTIAL**

- Formal administrative or secretarial qualifications or demonstrated extensive relevant experience.
- Excellent interpersonal skills including a demonstrated ability to work as part of a team.
- The ability to prioritise tasks and manage time effectively.
- Excellent written and verbal communication skills.
- The ability to maintain confidentiality.
- Well developed problem solving skills and the ability to exercise sound judgment.
- Computer literacy and keyboard skills.
- Demonstrated experience in developing and maintaining databases or spreadsheets.

**HIGHLY DESIRABLE**

- Previous experience in working within a Local Government setting.
- Knowledge pertaining to the Local Government Act and Information Privacy Act.
NOTES

NOTE 1: This position description is subject to review and amendment at any time, as appropriate and as approved by the Chief Executive Officer.

NOTE 2: To ensure a safe and healthy work environment for all employees, smoking is not permitted at any Council controlled site, in any Council office, building or in any Council vehicle.

NOTE 3: All Council Staff must be able to report to work at any location within the Shire where Council maintains facilities.

NOTE 4: The duties of this position require the occupant to hold a current Car Driver’s Licence.

NOTE 5: The successful applicant will be required to agree to a National Police Name Check and a medical clearance.

NOTE 6: Canvassing of Councillors for employment will immediately disqualify prospective applicants for positions with Mount Alexander Shire Council. This includes requests for Councillors to provide references or to act as referees.

NOTE 7: The successful applicant will be required to sign that they agree with a range of Council policies and that they agree to abide by these.

ACCEPTANCE OF THE POSITION - SUCCESSFUL CANDIDATE TO COMPLETE

I understand, agree to and accept the role as outlined in accordance with this position description.

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<th>NAME (please print)</th>
<th>SIGNATURE</th>
<th>DATE</th>
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AUTHORISED MOUNT ALEXANDER SHIRE COUNCIL REPRESENTATIVE TO COMPLETE

Signed on behalf of Mount Alexander Shire Council

<table>
<thead>
<tr>
<th>NAME (please print)</th>
<th>SIGNATURE</th>
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<tr>
<td>Jason Taylor</td>
<td>Director Technical Services</td>
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