

<b>POSITION DESCRIPTION</b>		
<b>Position Title:</b> Corporate Support Officer	<b>Classification:</b> Band 2 Level 1 Grade 10	<b>Position Number:</b> BHCC-CCE-02
<b>Group/Area:</b> Corporate Services	<b>Reports to:</b> Manager Corporate & Customer Experience	<b>Hours per week:</b> 35
<p><b>Our Organisation:</b></p> <p><b>Vision:</b> Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p><b>Mission:</b> Council provides responsive community leadership to enhance community living and facilitate a prosperous economy.</p> <p><b>Our Values:</b> Accountability, Pride, Perseverance, Courage and Honesty, Teamwork</p>		
<p><b>Position Objective:</b></p> <p>This role plays a key function in administration of corporate planning and performance activities and other governance and administration services.</p> <p>As a member of a shared service support team, this role will work closely with the Corporate Services Coordinator to provide high level administrative and project support to divisions to meet planning and performance, governance and project related objectives.</p>		
<p><b>Key Stakeholders:</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Director Corporate &amp; Community</li> <li>• Manager Corporate &amp; Customer Experience</li> <li>• Mayor and Councillors</li> <li>• Executive Leadership Team</li> <li>• Local, State, Federal agency representatives</li> <li>• Other Council departments</li> <li>• Residents, ratepayers and other users of Council services</li> <li>• Suppliers and contractors</li> </ul>		
<p><b>Reporting Lines:</b></p> <ul style="list-style-type: none"> <li>• This position reports to the Manager Corporate &amp; Customer Experience.</li> <li>• The position does not supervise any other employees.</li> <li>• The position may be required to relieve the Manager Corporate &amp; Customer Experience.</li> <li>• The position may lead internal project teams or coordinate small teams as required to achieve the objectives of the role.</li> </ul>		
<p><b>Accountabilities</b></p> <p><b>You will enhance Council leadership through support provided to the Executive Leadership Team by:</b></p> <p><b>Supporting Corporate Planning and Performance activities</b></p> <ul style="list-style-type: none"> <li>• In depth understanding of the strategic requirements of the organisation to be able to provide quality customer service solutions to both internal and external stakeholders</li> <li>• Managing the coordination of Integrated Planning and Reporting (IP&amp;R) compliance obligations by collating and preparing strategic planning documents and plans, council reports, management reports</li> <li>• Administering of corporate performance database/s and business plan functions to achieve legislative compliance timeframes</li> </ul>		

- Participate and provide administrative support to community engagement activities aligned to developing, implementing and communicating corporate plans to build relationships, networks and a consultative approach with our community
- Undertake research to provide accurate information on strategic and/or operational issues to draft papers, briefs, reports, presentations as required

#### **Support achievement of Good Governance Practices**

- Actively support the Corporate Services Coordinator to meet governance compliance objectives including but not limited to the collation of information for strategic plans and reports, receipt, research and response to Government Information and Public Access (GIPA) privacy or protected disclosure requests, subpoenas, investigations, court proceedings or similar within legislated timeframes
- Prepare and submit governance related compliance reporting, within legislated timeframes
- Actively support the administration and monitoring of the Corporate Policy framework, Policy register and processes that fall under this framework
- Undertake accurate research and develop policy, for management review and approval
- Administration of the Section 355 committee framework or other designated work groups to ensure the functions of Council are completed as delegated

#### **Support Council achieve positive customer experience**

- In depth understanding of the operational requirements of the organisation to be able to provide quality customer service solutions to both internal and external stakeholders
- In depth understanding of Customer Request Management (CRM) systems and processes, for active participation in continuous improvement review, maintenance and monitoring
- Undertake coordination of customer service rostering and manage call centre procedures, reporting and live data monitoring for any actions or decision making required
- Undertake a key role in the improvement of our customer experience through implementation of Service Level Reviews actions and development of Service Level Agreements
- Undertake a key role in the engagement, review and continuous improvement of the Customer Services Framework, inclusive of customer experience satisfaction monitoring and measurements
- Research, analyse and implement future opportunities for improved customer experience through a range of delivery styles, technologies and online resources

#### **Support Council's leaders to achieve operational outcomes**

- Build rapport and develop a relationship of trust with division leaders to assist them achieve divisional objectives
- Provide high level of administrative support for executive staff, as required
- Analyse enquiries and requests from internal and external stakeholders, determine and take appropriate action on behalf of executive staff and division managers as requested, including the redirection of enquiries to appropriate personnel
- Undertake research to enable drafting of documents, plans, submissions, assessments, funding application, correspondence, briefs, presentations or responding to Council or other customer requests
- Preparation of reference documents, agendas, minute taking, and coordination of actions items for designated meetings or groups
- Management and administration of delegated Council databases and/or system registers
- Collate accurate statistical information and analysis data for reporting purposes
- Management of administrative processes for tenders, quotations, contracts and agreements or other legal documents, as required
- Active role in ensuring a consistent approach and continuous improvement to administration service delivery, including branding, style and other administrative processes
- Update corporate communication channels; including mailbox management, intranet and website content, as required

#### **Function support to achieve operational outcomes**

- Understand the Business Paper Process and provide support to Council Meeting processes including live minutes, where planned
- Provide support to Executive Officer to ensure operational objectives are met, where planned

- Provide back up support and/or relieve in the role of Corporate Services Coordinator, as required
- Provide support to other team members or areas, as required
- Provide training and guidance to team members and internal customers on the effective use of systems and processes
- Seek feedback and discuss with your supervisor on how you can be more effective in your role and improve your professional skills

**You will contribute to a customer focused approach to service delivery by:**

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having an ability to promote these outcomes
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Being recognised for having a professional attitude towards customers
- Having an ability to manage difficult situations and conflicts – calmly and professionally

**You will contribute to an effective organisation by:**

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

**You will assist Council in achieving a financially sustainable future by:**

- Ensuring a whole-of-Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Initiating and implementing without delay efficiency strategies for your area of responsibility

**You will assist Council to meet Records Information management:**

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

**You will adopt a teamwork approach by:**

- Performing an active role within the Corporate Services team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members
- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities

**You will ensure a safe and equitable workplace environment by:**

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework

- Implementing, monitoring and complying with Councils WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these

**Other duties**

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training to enable them to acquire the range of skills they require for their position.

**Selection Criteria**


**Essential**

- Certificate IV or equivalent in business, business administration, local government or other relevant discipline
- Previous experience providing executive assistance to a senior executive(s)
- Experience in drafting corporate documents, including reports, plans, presentations, meeting minutes and briefings
- Proven ability to develop, implement and improve systems to manage workflow
- Demonstrated experience in understanding, review, draft policies, procedures, processes
- Ability to work independently and as part of a team, and build effectiveness both within and across teams
- Demonstrated results orientation and willingness to take responsibility for actions and outcomes
- Demonstrated high level of discretion, tact, diplomacy, with the proven ability to manage highly sensitive or confidential information
- Excellent customer service skills including the ability to work through customer service issues both internal and external to a positive outcome
- Excellent time management, problem solving skills, research, analytical skills,
- High level of computer literacy, including proficiency with Microsoft Office suite of applications, business and financial systems and software
- Proven ability to produce work of a high standard including, accuracy and attention to detail

**Desirable**

- Experience in working within Local Government or similar
- Experience relevant to Integrated Planning & Reporting
- Ability to build consultative, collaborative and cooperative relationships with internal and external customers and stakeholders, including members of the public and elected officials
- Demonstrated commitment to continuous improvement
- Negotiation and influencing skills

**Acceptance of Position Description**

<b>Approved:</b> General Manager	<b>Signature:</b> 	<b>Date:</b> 05/04/2022
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*I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.*

<b>Accepted:</b> Employee Name	<b>Signature:</b>	<b>Date:</b>
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