

Position Title:	Team Leader Councillor Support
Directorate:	CEO Office
Department:	Corporate Affairs
Unit:	Governance
Classification:	Band 7

Position Objective

- To coordinate efficient, effective, high level support to the Mayor and Councillors and manage Council's civic services responsibilities.

Key Responsibilities

- Manage the day to day operation of the Mayor and Councillors Office, including liaison with internal and external stakeholders.
- Ensure the timely dissemination of information to Councillors, supporting them in their role internally and externally.
- Oversee the management of Council Advisory Committees (including Portfolio Committees) and other similar bodies in conjunction with responsible line management.
- Provide leadership and supervision of staff and facilitate team work and achieve cooperative outcomes
- Act as a liaison between members of the community and Councillors, managing complex issues to their resolution.
- Attend events with the Mayor of the day as required.
- Identify and implement service performance enhancements to maintain continuous improvement practices.
- Project-manage and coordinate civic events and undertake community engagement with Mayor and Councillors as required.
- In consultation with the communications team, prepare communication material for Councillors.
- Manage corporate protocols to ensure that appropriate standards are met, providing advice to the organisation and Councillors.
- Oversee Council's civic responsibilities in relation to sister city relationships.
- Carry out other duties commensurate with skills and abilities as deemed reasonable and appropriate to the role as directed from time to time.
- Risk Management

- Accountable for the implementation and maintenance of sound risk management within the areas of responsibility and in accordance Wyndham's Risk Management Policy. Create an environment where managing risk is accepted as the personal responsibility of each employee.

Accountability and Extent of Authority

- The position requires provision of advice to internal and external stakeholders and also input to development of related policies, procedures and work instructions. The quality of the output of these positions may have a material effect service quality.
- Freedom to act is subject to regulations and policies, objectives and budgets. The position operates autonomously with regular reporting to supervisor.
- The effect of decisions and actions taken on individual clients may have a significant effect on programs or projects; or on the public perception of the wider organisation.

Judgement and Decision Making

- The position will be responsible for supporting staff across the organisation in a customer service environment where methods, procedures and processes are generally based on precedent, policy or a regulatory framework.
- The position involves problem solving to improve and/or developing methods and techniques generally based on previous experience and recognising when these established techniques are not suitable in order to achieve sustainable, repeatable processes.
- The position may involve identification and analysis of suitable solution options to problems in the area of responsibility, after evaluating alternatives and their potential impact on Council.
- Ability to solve problems of a complex or technical nature within a political environment in an innovative or creative manner using procedures and guidelines, and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Requires critical thinking, creative problem solving and an ability to make recommendations about policy and program improvements, including application of these techniques in new situations.
- Guidance is not always available within the organisation in the time required to make a decision.

Specialist Skills and Knowledge

- Proficient in the understanding and application of Local Government functions and decision making processes.
- This position requires proficiency in the application of the underlying policy and regulatory framework of the Council.
- The position requires an understanding of the policies and long-term goals of the Department; and of the values, aspirations; and legal and political context in which the Department and the wider organisation operates.
- Expert knowledge and understanding of the Local Government Act and a general understanding of other legislation relevant to local government.
- Ability to plan and undertake community consultation processes to ensure fair and representative positions of the stakeholders is established.

- Strong policy development and analytical skills enabling the formulation of solutions to new problems and opportunities.
- Ability to work in a highly political and confidential environment.
- The position requires an awareness of the Council's budgeting practices.
- Understanding of the function of the position within its organisational context including relevant policies, regulations and precedents.

Management Skills

- The position requires skills in managing time, setting priorities, planning and organising their own work, and that of others, to achieve set objectives within the resources and time available, despite conflicting positions.
- Previous leadership; or staff management experience with proven abilities to administer personnel policies and build staff relationships to facilitate team work and achieve cooperative outcomes
- Time management skills to effectively coordinate, implement and control projects and policy development and implementation to meet legislative compliance.

Interpersonal Skills

- The position operates in a political environment where it is important to ensure constructive conflict resolution processes are maintained. Mature emotional intelligence and empathetic skills are a requirement of the position.
- Highly developed written and verbal communication skills to write reports, policies, discussion papers, speeches and presentation materials, including the ability to lead meetings.
- Ability to liaise effectively and gain cooperation and assistance from members of the public and all levels within the organisation including staff, management and councillors to resolve intra-organisational problems and ensure an understanding of governance issues.
- Ability to work independently as well as within a team setting.
- Liaise with counterparts in other organisations, and with inter-departmental staff, to discuss and resolve specialist problems, particularly in the review, development and implementation of Council-wide policies and processes.

Qualifications and Experience

- The skills and knowledge needed for this position are beyond those normally acquired through tertiary education alone.
 - It is expected the position holder will have completed a degree or diploma course and obtained relevant customer service or governance experience.
 - Alternatively, they might hold lesser formal qualifications and extensive relevant experience in an environment where the ability to resolve complex customer service issues has been demonstrated.
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Inherent Requirements of Position

This section lists the demands and work environment more often than not in order to perform the essential functions of the position: **Team Leader Councillor Support**

Task	Description
Office Duties	<ul style="list-style-type: none"> - Sitting at a workstation on an adjustable office chair, general office based work, using a computer for up to one hour at a time, followed by a break. - Includes general office based work such as handling files, various paperwork, attending phone calls and customer enquiries.
Driving	<ul style="list-style-type: none"> - Required to drive private or Council owned vehicle
Carrying/Lifting	<ul style="list-style-type: none"> - Occasional lifting and carrying of items
Bending/Stooping & Reaching	<ul style="list-style-type: none"> - Required to bend and reach occasionally
Kneeling/ Squatting	<ul style="list-style-type: none"> - Required to kneel and/or squat occasionally
Other:	<ul style="list-style-type: none"> - Dealing with difficult customers

Other Relevant Information

- Employment is subject to the presentation of the right to work in Australia.
- A current driver's licence (desirable).
- Ability to work occasional weekends and after hours as required.
- Flexibility to attend after business hours meetings as a consequence of community expectations.
- Appointment is subject to a satisfactory completion of a police check and can be requested from time to time.

Key Selection Criteria

- A formal relevant qualification and/or experience in a relevant field.
- Previous leadership or staff management experience with proven abilities to build staff relationships to facilitate team work and achieve cooperative outcomes.
- Demonstrated experience in developing, maintaining, managing and continuously improving office systems.
- High level verbal and written communication skills including demonstrated ability to produce quality internal and external communications tailored to the audience.
- High level interpersonal skills and the ability to work with a range of different stakeholders, both internally externally.
- Experience and understanding of local government governance processes and the ability to understand and apply legislation and written policy.

<i>HR Services – Internal Use Only</i>	
<i>Position Number(s):</i>	204037
<i>PD Current as at:</i>	8 November 2019