
Business and Hospitality Support Communications Officer



Position description

July 2021







Northern Grampians Shire Council
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Position description

Position title	Business and Hospitality Communications Officer
Classification	Band 6
Directorate	Office of the CEO
Department	Economic Development and Investment
Establishment Number	TBC

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft Platform and, where possible, we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or in other locations.

Position objectives

The position will develop and deliver communications initiatives to businesses, events and community groups, including recreation and sporting clubs, regarding the importance of COVIDSafe compliance practices, as well as develop, collate and report on data related to uptake of and compliance with state government COVID response directives and programs.

Key responsibility areas

- Develop and deliver a media and engagement strategy to ensure consistent messaging, across all media platforms that supports increased active engagement in COVIDSafe practices and knowledge of current restriction requirements.
- Develop resources and information to business and the community to ensure compliance with COVIDSafe restrictions in all commercial and community settings, including:
 - information and advice on creation of COVIDSafe Plans
 - information in community languages
 - advice on where to obtain further information
- Define and develop relevant data collection methods and procedures to identify challenges and barriers in achieving COVIDSafe compliance by business and community groups.
- Report to relevant agencies compliance challenges identified and feedback regarding barriers to achieving compliance.
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training

Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Project Manager Economic Development and Investment
Manages	NA
External relationships	Local business, contractors, general public, government departments, other service providers
Internal relationships	All Council employees

Accountability and extent of authority

The position is accountable for:

- Management, delivery and reporting of Local Government Victoria's COVID Business Concierge and Hospitality Support Officer grant.
- ensuring the quality of work performed and that tasks are performed in an efficient, effective, and accountable manner

This position has the authority to:

- Freedom to act is governed by clear objectives and/or budgets with regular reporting mechanisms; effect of actions taken is usually limited to quality or cost of programs/projects.

Judgement and decision making

- Ability to make decisions of a routine nature on a day-to-day basis as directed and within Council policies and procedures.
- Decision making is guided by framework of policies, established administrative practices and departmental procedures but initiative is required to determine efficient process completion.
- Guidance and advice from the Covid-19 Recovery Coordinator and other senior staff is usually available.

Specialist skills and knowledge

- Experience in stakeholder engagement and project management, including report writing and the preparation of public information.
- Knowledge of the current legislation as it applies to the responsibilities of this position and an understanding of working in a politically sensitive environment.
- Understanding of and/or experience in the operation of business.
- Excellent data collection and tools and data analysis
- Demonstrated ability to create content across all communication platforms and a track record in securing media coverage.

Management skills

- Requires effective time management, prioritisation of own work and planning skills to achieve specific and set objectives in the most efficient way possible.
- Ability to plan and program the implementation of projects based upon the establishment of appropriate strategies, practices and resource allocation.
- Ability to provide relevant guidance to Council staff, community and work within the teams' environment.

Interpersonal skills

- Highly developed communication skills, both verbal and written in negotiation, facilitation, report preparation and conflict resolution.
- Demonstrated ability to gain cooperation and assistance from clients, members of the public and other employees.
- ensure client confidentiality and security of information as per Privacy Legislation

Qualifications and experience

- Tertiary qualification in public relations, journalism or a related field or less formal qualifications with substantial experience in a similar role.
- High level of administration experience including project delivery and report writing.
- Experience in development of data collection tools and data analysis.
- Proven practical experience of the day-to-day operation of working with clients and service providers.

Selection criteria

1. Tertiary qualification in public relations, journalism or a related field or less formal qualifications with substantial experience in a similar role.
2. Demonstrated ability to create content across all communication platforms and a track record in securing media coverage.
3. Well-developed written and verbal communication skills and the ability to resolve problems innovatively.
4. Proven ability in development of data collection tools and data analysis.

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 8 – 2018* and Northern Grampians Shire Council policies and procedures.

Qualifying period - All Council appointments are subject to a minimum period of employment (“qualifying period”) of six months.

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - Some appointments may be required to undertake a satisfactory pre-employment medical examination at Council’s expense.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee’s entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	July 2021
Prepared by	Project Manager Economic Development and Investment
Approved by	Chief Executive Officer

Employee Signature

[acceptance_status]

[acceptance_date]

[candidate_name]