
Business and Hospitality Support Officer



Position description

July 2021





Northern Grampians Shire Council
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Position description

Position title	Business Concierge and Hospitality Support Officer
Classification	Band 5
Directorate	Office of the CEO
Department	Economic Development and Investment
Establishment Number	xx

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 deliver information to businesses, events and community groups, including recreation and sporting clubs, regarding the importance of COVIDSafe compliance practices and support provision of local data to the state government for use in COVID response planning.

Key responsibility areas

- Deliver 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
- Gather data from business and community groups on challenges and barriers to achieving COVIDSafe 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 always adhered to
- 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	Covid-19 Recovery Coordinator
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:

- delivery of Local Government Victoria's COVID Business Concierge and Hospitality Support Officer grant.
- maintaining accurate and up to date records in a timely manner
- 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 frequent prior consultation with the Covid-19 Recovery Coordinator and a regular reporting mechanism to ensure adherence to plans.

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.
- Work objectives are well defined, but method and process to be used must be selected from a range of available alternative.
- Guidance and advice from the Covid-19 Recovery Coordinator and other senior staff is always available

Specialist skills and knowledge

- Proven practical experience of the day-to-day operation of working with clients and service providers.
- Experience in stakeholder engagement, including report writing and the preparation of public information.
- Experience in program planning and development in a local government context.
- Understanding of the current legislative environment as it applies to the responsibilities of this position.

Management skills

- Demonstrated ability to plan, prioritise and organise work to achieve specific and set objectives within the available resources
- Well-developed organisational skills, to ensure identification of key tasks and stakeholders, and follow up of actions and implementation of tasks.
- Strong administrative skills and ability to meet deadlines to ensure delivery on milestones

Interpersonal skills

- Demonstrated ability to gain cooperation and assistance from employees and the community to complete activities, gain information and maintain good customer relations.
- Demonstrated ability to work as a team member and manage oneself in a manner that provides a positive and supportive influence on other employees and the business community
- Ability to develop networks with business, key staff groups within Council and relevant external organisations
- Ensure client confidentiality and security of information as per Privacy Legislation
- Ability to write reports and external correspondence within area of responsibility

Qualifications and experience

- Post-secondary qualifications or relevant experience in business, marketing or administration.
- Proven experience in working with stakeholders to deliver high quality outcomes.
- Proficient administration experience including project delivery and report writing.

Selection criteria

1. Post-secondary qualifications or relevant experience in business, marketing or administration.
2. Demonstrated ability to gain cooperation and assistance from employees and the community in order to complete activities, gain information and maintain good customer relations.
3. Experience in stakeholder engagement, including report writing and the preparation of public information.
4. Proficient administration experience including project delivery and report writing.

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]