

POSITION DESCRIPTION

COVID-19 BUSINESS SUPPORT OFFICER

Position Number:

Directorate: Office of the CEO

Department: Office of the CEO

Team: Economic Development

Location: Golden Plains Civic Centre, 2 Pope Street, Bannockburn

Employment status: Fixed Term full time (6 Months)

Classification: Band 5

Date: June 2021 (Concludes 30 November 2021)

POSITION OBJECTIVES

The Victorian State Government has launched a program to address COVIDSafe practice awareness within businesses and the wider communities conducted by local governments.

The main role is to ensure businesses and community groups can actively engage in COVIDSafe practices within community venues, hospitality businesses, areas of high volumes of patrons/visitors such as supermarkets or community markets and events, or services such as hairdressing and personal services.

Key Objectives of this role include:

- Support business particularly hospitality businesses, to comply with the Chief Health Officer's COVID-19 Directions;
- Work with targeted businesses and relevant organisations in establishing COVIDSafe practices to significantly boost the capacity within Golden Plains Shire;
- Support businesses to ensure COVIDSafe practices are designed, implemented and maintained.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to :	Coordinator Economic Development
Directly Supervises:	N/A
Internal Liaisons:	Economic Development, Communications & Engagements Officer, other Council Staff and Councillors
External Liaisons:	Business owners, media, community events teams, community groups

KEY RESPONSIBILITIES AND DUTIES

Key Responsibility Areas

- Prepare and maintain a database of targeted business types, community groups and other relevant organisations that operate within Golden Plains Shire;
- Schedule on site visits to undertake a COVIDSafe practices assessment for each targeted business and community organisation;
- Develop a checklist and conduct a COVIDSafe practices gap analysis;
- Design and implement COVIDSafe Business Support Plan Template to highlight action areas and interventions for individual businesses and community organisations;
- Prepare and deliver individually tailored COVIDSafe Business/Organisational Support programs including, but not limited to: COVIDSafe Plan, QR Code and alternative record-keeping systems; identification and sourcing of information signage; PPE requirements; or staff training material and supply of information.
- Establish positive communication and rapport with the client organisations and the general public and educate the need for CovidSafe measures.

General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the CEO, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The effective and efficient actioning of all key responsibilities and duties outlined, and the provision of specialist guidance to other departments on matters relating to communications, public relations and associated systems and processes.
- Freedom to act within relevant legislation, policies, and procedures, to influence public perception of the Council. Freedom to act is subject to regulations, policies and regular supervision. The effect of recommendations and actions taken in this position on individual clients and on public perception of the Council may be significant but are usually subject to appeal or review by the Coordinator Economic Development.

JUDGEMENT AND DECISION MAKING

- Independence in decision making, problem solving and policy development based on specialist knowledge and skills.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice not always available within the organisation.

SPECIALIST SKILLS AND KNOWLEDGE

- Understanding of community engagement theory and project management principles, including the underlying principles as distinct from the practices.
- An understanding of long term Economic Development goals and how their work is embedded, as well as an appreciation of the relevant policies of the Council
- Well founded understanding of COVIDSafe practices in a workplace and ability to gather and interpret instruction from relevant stakeholders such as government bodies and authorities.
- Well-developed PC skills, with proficient knowledge of the Microsoft Office suite.
- Sound data collation and analysis skills
- Sound proposal writing and presentation skills when meeting and conversing with a diverse array of business and community leaders.

MANAGEMENT SKILLS

- Skills in managing time, setting priorities, planning and organising one's own work so as to achieve specific and set objectives in the most efficient way possible within the resources and time available.
- The ability to prepare, monitor and report on multiple projects.

INTERPERSONAL SKILLS

- Ability to develop and maintain effective and productive working relationships within the organisation and the general community/public.
- Ability to gain the cooperation and assistance of other people, both within and external to the organisation, to achieve the defined objectives of this position.
- Written communication skills which are suitable for the preparation of internal and external correspondence and reports.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.

- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision-making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the CEO, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's check (if required).

QUALIFICATIONS AND EXPERIENCE

Tertiary qualification in administration, business management or other relevant tertiary qualification with limited professional experience; or lesser qualification with work skills and relevant professional experience
Desirable: Experience in delivering business and community-based administration programs including project design, implementation, and administration

KEY SELECTION CRITERIA

- Tertiary qualification in administration, business management or other relevant tertiary qualification with limited professional experience; or lesser formal qualification with relevant professional experience in similar position, ideally involving projects and programs for the community.
- Well-developed written and oral communication skills, and ability to manage content creation across various publications (newsletters, brochures, pamphlets, reports).
- Proficient use of computer and software (Word, Excel), with demonstrated ability to master new applications and technology and take ownership of accurate and detailed database administration.
- Effective and efficient problem-solving and time management skills, ensuring end-to-end quality outcomes for varied projects and programs with a flexible approach to managing your workload and prioritise tasks
- Ability to work effectively and collaboratively with a wide range of individuals and groups within a busy team
- Dedication to creating a climate of service excellence and making a positive impact for the community.
- Motivation to identify continuous improvement opportunities and shape innovative approaches to solutions

Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

APPROVAL

Prepared By:	Peter Ridsdale
Approved By:	Eric Braslis, CEO
Reviewed By (P&C):	Janina Isted, Coordinator People and Development

Date:	May 2021
Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.