

# Position Description



## Job Details

Job Title: Senior Governance Officer  
Reports to: Governance Co-ordinator  
Group: City Management  
Position Number: CS0064  
Grade: 5  
Date: 14 November 2024  
Objective Doc Ref: A6301167

## Position Purpose/Job Summary

The Senior Governance Officer provides high level administrative and secretariat support to meet Council's good governance responsibilities. The purpose of the position is to provide and apply specialist knowledge and skill to facilitate the delivery of business objectives and councillor support.

The key duties include:

- conducting research
- deliver governance projects
- contributing to policy development on corporate governance
- co-ordinating the donation funds and councillor reimbursements including reconciliation of payments
- maintaining corporate databases and registers relating to governance activities.

The Senior Governance Officer is an alternate to the Governance Support Officer, Governance Officers and supports the Governance Co-ordinator and Executive Manager in delivering on a range of complex and routine governance activities and projects.

## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

### Essential

- Appropriate qualifications in business administration or training and/or equivalent experience in a governance role (preferably within Local Government).
- Extensive demonstrated project management skills and experience, including financial and human resource management
- Demonstrated experience managing multiple projects and delivering effective outcomes on time and on budget.
- Demonstrated experience in policy development, review and implementation.

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## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- Demonstrated experience working with various legislation and maintaining Public Registers.
- Ability to record meeting notes or minutes.
- High level of accuracy and strong attention to detail.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills with the ability to work collaboratively as part of a team.
- Ability to exercise initiative, prioritise, meet deadlines and work autonomously.
- Strong computer skills and the ability to work with a range of electronic office programs.
- Commitment to continuous improvement.
- Availability to attend out of hours meetings as required.
- Research skills to collect and analyse information

### Desirable

- Sound working knowledge of meeting practice and protocols in local government.
- Proficiency using MS Office software at an intermediate level.
- Previous experience in the use of InfoCouncil business paper system or similar.
- Previous experience in the use of Objective records management system or similar.
- Analytical skills with the ability to evaluate information against set criteria

## Key Accountabilities – Position Specific

1. Deliver a range of projects and support services including preparing of reports, maintaining project documentation and implementation to Project Plan.
  - 1.1 Developing policies and procedures for the different activities and functions of the Governance and Legal Division, in consultation with key stakeholders.
2. Assist in continuous improvement of work practices and procedures to enhance service delivery while meeting statutory and Council requirements.
3. Provide high level administrative support about the operations and procedural practices of the Governance and Legal Division ensuring governance records are accurate and filed appropriately.
4. Mentor to junior team members, supporting their professional development and growth.
5. Support a culture of knowledge sharing through the exchange of expertise and best practices among the team.
6. Champion service excellence amongst the team through establishing high standards of quality and performance.
7. Develop training programs and information guides for end-users relating to governance activities.
8. Provide quality customer service and support to the Mayor, councillors, visitors at meetings and Council staff.
9. Support the civic attendant and courier services.
10. Co-ordinate requests for funding under the various Donations Funds including reconciliation of payments.
11. Undertake governance projects that enhance Council's compliance and positively promotes good governance across the organisation. Contribute to the delivery of key projects incorporating research, planning and evaluation.

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Key Accountabilities – Position Specific	
12.	Perform additional duties as required to support internal stakeholders and to develop and broaden skills and experience.
13.	Undertake research and provide accurate and timely information, prepare reports and correspondence on a range of governance activities.
14.	Co-ordinate councillor reimbursements and reconciliation of payments.

Key Accountabilities – Core	
1.	Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2.	Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council.
3.	Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time.
4.	Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council.
5.	All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships
Direct: Nil No. of Indirect: Nil

Key Relationships	
1 Internal	
Communicating with	Nature of Communication
Staff within the Governance Division	Daily and on a face to face basis, and/or by telephone when necessary to provide data, information, administrative support, guidance and advice, participate in meetings and respond to requests and enquiries.
Staff within the organisation including the Mayor and Councillors	Daily and on a face to face basis, and/or by email and telephone to answer enquires/requests for data and information, provide administrative support, provide subject matter advice and guidance and build and maintain relationships.

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Governance Co-ordinator	Ongoing daily communication to distribute and prioritise work and solve complex problems as they arise including process improvement initiatives and other governance matters.
Executive Manager	On specialised areas and functions including but not limited to meeting support, Donations Funds, councillor requests and governance compliance.
Executive Leadership Team	In consultation with the Executive Manager, liaise with and advise on governance matters and to seek approval of written material.

## Key Relationships

2 External	
Communicating with	Nature of Communication
Customers, residents, Government bodies, external stakeholders and suppliers and consultants	<ul style="list-style-type: none"> <li>▪ To seek input, request quotes, exchange information and provide subject matter advice where necessary.</li> <li>▪ Co-ordinating requests to speak at meetings or donations.</li> <li>▪ Providing advice to community members regarding meeting practice and protocols to enable them to participate in the democratic process.</li> <li>▪ Providing advice in response to donation requests.</li> </ul>

## Position Dimensions

This position has no delegations of authority.

## Decision making Authority & Accountability

1. The General Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1.
2. The position has the autonomy to prioritise daily workloads to ensure the efficient co-ordination of activities.
3. The position takes into consideration information gathered, needs of customers, users and stakeholders in determining and implementing appropriate solutions and action.
4. The position is guided in its decision making by relevant Council policies, legislation, procedures and other relevant guidelines and regulations to ensure that information provided is relevant and current.
5. The position holder refers matters that are highly technical or complex or where customers are not satisfied to a senior officer or manager for resolution.
6. The position operates in a complex governance based environment that is fast paced and deadline driven. Priorities are constantly shifting and there are multiple customer demands. There is an expectation that very high standards will be met – ethics, quality and accuracy.
7. The position holder is required to consult with the Governance Co-ordinator to seek input and advice on matters that have the potential to have an impact on the reputation and image of Council and Fairfield City.

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<b>Decision making Authority &amp; Accountability</b>	
8.	Guided by policies, procedures, legislation and agreed service standards, independent judgement and action needs to be exercised in relation to the execution of daily tasks and responsibilities.
9.	The position makes decisions about prioritising allocated work in consultation with other Governance Officers' to ensure provision of timely and effective service delivery.
10.	The position holder is also responsible for the integrity of data they have researched for oral and written advice and reporting.

<b>Problem Solving</b>	
1.	The position operates in an environment with well-defined and limited number of methods, techniques or processes, which may be used in completing the work and a requirement to determine its own work program within established priorities.
2.	This role is expected to work innovatively and effectively to deliver outcomes that meet the changing needs of the community/Council.
3.	The position is expected to analyse problems and determine a suitable course of action for issues that may arise in the execution of their day to day responsibilities.
4.	The position holder will operate with minimal supervision and be required to solve problems relating to managing problems and a high volume of work. Innovative thinking in developing systems and controls to ensure quality and consistency of services will also provide a challenge to this role.
5.	The position holder will be required to readily adjust to change in technology and office systems and adapt to changes in legislation and procedures as necessary.
6.	Identifying and ensuring that sensitive or controversial issues are flagged for the attention of the Governance Co-ordinator and Executive Manager.
7.	Understanding and applying Council's policies and procedures to support and contribute to solving problems creatively and effectively.

<b>Competencies</b>	
Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.	

<b>Signature</b>		
<b>Employee:</b>	<b>Signature</b>	<b>Date</b>
<b>Authorised by: (Manager)</b>	<b>Signature</b>	<b>Date</b>