

POSITION DESCRIPTION

Position Title:	Governance Support Officer
Award/Agreement:	TOC Industrial Agreement 2024 (and any subsequent agreement)
Classification level:	8
Directly reports to:	Manager Governance and Records
Positions under Direct Supervision:	Nil

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km2. The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

This role provides support to the Governance Team, which manages governance, insurance, and records functions.

Objective 1: Governance

- Arrange logistics for Council Meetings and Committee Meetings, Council Forums and Workshops as required (i.e. set up of Council Chambers, catering and refreshments).
- Assist with the preparation of agendas and minutes for Council and Committee meetings as required.
- Process petitions, public questions and statements, Council Member Motions and disclosure of interests.
- Arrange signing and retention of documents.
- Assist with the preparation of reports for Council and Committee Meetings as directed.
- Update Governance registers including the Financial Interests Register, Gifts Register, Elected Member Training and Allowance Registers, Council Resolutions Register and Complaints Register.
- Update the Compliance Calendar including overseeing monthly reporting of activities by business units.
- Update the Delegated Authority Register including overseeing reporting of exercise of delegations by business units. Assist with preparation of delegation letters and certificates of authorisation and provide advice and training to new staff in relation to delegations and requirements for recording exercise of delegations.
- Book Council Member training including compulsory training.
- Process quarterly payment of Council Member sitting fees and expense claims.
- Draft work instructions and procedures.
- Assist the Manager with biennial local government elections.
- In conjunction with the Manager, educate and provide guidance, training and support to staff and business in relation to the Town's Agenda and Minutes software.
- Carry out other duties as requested by the Director and Manager which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 2: Insurance and Risk

- Assist with processing insurance claims including liaising with LGIS and claimant and collating further information as requested from the insurer.
- Maintain the Insurance Claims Register.
- provide support to staff in relation to insurance claim processing and responses to ratepayers.
- Draft work instructions and procedures.
- Liaise with tenants to ensure they have insurance as required pursuant to their lease. Track insurance policy expiry dates and update the insurance register and leasing register accordingly.

Objective 3: Leasing and Procurement

- Assist the Manager with leasing and property matters which may be reasonably expected within the scope of the classification level and skill base of the employee including:
 - Invoicing tenants including for rent, outgoings and other claimable expenses.
 - Responding to tenant's queries.
 - Managing register of leases and certificates of title in conjunction with the Records
- Assist the Manager and Director with purchasing and procurement including drafting of templates, RFQ and RFT, work procedures and advertising requirements.

Objective 4: Information Access & Privacy

- Assist with Freedom of Information requests, including drafting notices of decision in respect of applications under the *Freedom of Information Act 1982*,

Assist the Manager with implementation of the Privacy and Responsible Information Sharing legislation.

Objective 5: Records Management

- Assist with the maintenance of the Electronic Document and Records Management System (**EDRMS**),
- Assist with vital records maintenance (including maintaining an organised and itemised fire-proof cabinet) in conjunction with business units.
- Provide inductions, assistance, and support to Town employees with regard to record processes and the use of the EDRMS to ensure processes are being followed.

Objective 6: Work Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 7: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 8: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- Strong administrative experience.
- Well-developed time management skills.
- Excellent customer service skills.
- Experience with Microsoft Office suite.
- A demonstrated high degree of integrity and confidentiality.
- Comprehensive written and verbal communication skills.
- Proven ability to work with minimal supervision and to use initiative.

Desirable

- Knowledge of Local Government and/or public sector, including decision-making processes, meeting

procedures and responsibilities.

- Experience in the preparation of agendas, business papers and minutes and knowledge of electronic agenda and minutes software.
- Experience in insurance claim management.
- Ability to attend Council and committee meetings including outside business hours (to cover periods of leave).

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical questionnaire to confirm fitness to work in position.
- Complete a Police Clearance (to be assessed by Human Resources).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6-month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

Signatures

Interim Chief Executive Officer Approval

Signature	Date
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Employee

Signature	Date
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