

Position Description

CORPORATE INFORMATION

Position title	Officer Councillor Liaison		
Directorate	Office of the Chief Executive Officer	Branch/Section/Unit	Office of the Chief Executive Officer
Position number	TBA	Level	4
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 5		
Line Manager	Coordinator Office of the Chief Executive Officer		
Direct reports	Nil		
Indirect Reports	Nil		

SCOPE OF POSITION

Position Summary

This position will be the primary liaison between Council, the CEO and Councillors facilitating requests for information from Councillors in accordance with the Acceptable Requests guidelines.

Key Responsibilities of the Role

- Ensure the administrative processes in relation to information requests from Councillors are met in an efficient and effective manner.
- Provide customer service and administrative support to Councillors in line with relevant policies and procedures.
- Effectively liaise with Councillors, GRC employees and members of the public establishing communication between various parties, stakeholders, organisations or government entities.
- Researches and prepares reports, briefing notes, correspondence and other routine documents to help facilitate Councillor requests.
- Maintain confidential files and documents.
- Provide confidential support and assistance to the Office of the Chief Executive, Mayor, Councillors and Executive Team as required.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence that is current and maintained.

Desirable Licence/Competency (Ticket) Requirements

- N/A

Essential Knowledge/Skills/Qualifications Criteria

- Highly developed customer service skills and demonstrated ability to be professional, diplomatic, assertive, discrete, courteous and maintain confidentiality.
- Highly developed interpersonal skills and proven written and oral communication skills with the ability to communicate and liaise confidently at all levels.
- Ability to work in a high pressured and confidential environment to tight deadlines.
- A high level of initiative and independence and the ability to establish own priorities and work with limited direction.
- Sound technology skills across the full suite of programs, and the ability to learn and adapt to new technology systems.
- Proven ability to work collaboratively within a team environment, while supporting productive relationships with people at all levels.
- Demonstrated ability to work with a high level of integrity.

Desirable Knowledge/Skills/Qualifications Criteria

- An understanding of Local Government, including an understanding of the role of Councillors, the Mayor and Deputy Mayor.

Physical Requirements of the Position

- an ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg
- an ability to walk up and down stairs whilst occasionally carrying weights up to 15kg
- an ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Occasional out of hours work (including weekends).

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Position Description



Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.