# POSITION: Concierge - Business Support Officer

CLASSIFICATION: Band 5

**THE ORGANISATION**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating ‘a great place for us’.

**Click** [**HERE**](https://www.southgippsland.vic.gov.au/organisationalstructure) **to view Councils entire organisation chart**

**THE POSITION**

The Department of Economy, Arts and Tourism is responsible for:

* Economic Development
* Tourism Development
* Arts Development
* Coal Creek Community Park and Museum
* Tourism and Visitor Information Services
* Council owned Caravan Parks

The Concierge will be funded by Latrobe Valley Authority (LVA) and employed by South Gippsland Shire Council (SGSC). The role will work as part of a team to provide the first point of contact for businesses and community accessing the Business Support Service and seeking assistance from the Economy, Arts and Tourism team.

This role will liaise with other Concierges across Gippsland to build a culture of service excellence. Working closely with the team and the Business Support Service Working Group, the role will assist to design and test the ongoing improvement of the Business Support Service.

Key Responsibilities:

* Become the first point of contact for business support at South Gippsland Shire Council
* Assess the needs of customers and provide guidance to appropriate support and information
* Work collaboratively within the Economy, Arts and Tourism department, the business support team and with stakeholders to build a culture of service excellence
* Facilitate, support and guide business during their approval process by acting as a single point of contact at Council
* Act as a central point of coordination for internal teams responding to business.
* Communicate with relevant internal teams to ensure continuity of service and coordinate pre-application meetings
* Maintain a comprehensive and up to date database of all business enquiries and contact with local businesses
* Work collaboratively with multiple stakeholders to achieve a common goal, including Economic Development units at LVA and other Gippsland Shires and business support agencies
* Ensure contact is made following the application process with businesses once they receive all permits
* Seek to continually improve the existing business services
* Assist in identifying and researching relevant funding opportunities
* Provide assistance to Council officers in the preparation of grant applications
* Assist with the delivery of departmental related projects in Economy, Arts and Tourism

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

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| Accountability & Extent of Authority | |
| Band 5 (Generic) | Role Specific |
| * Resource supervision – freedom to act set by clear objectives and/or budgets, frequent consultation & regular reporting * Specialist advice or regulate clients – subject to close supervision or clear guidelines * Direct support & assistance – freedom not limited simply by standards & procedures | * To build effective relationships with people inside and outside of Council, including community members and representatives of funding bodies. * Be accountable for the timeliness, quality and accuracy of information provided for funding and reports. * Accountable for management of projects and reporting within the scope of this role. * Accountable to act in accordance with the Councils policies and procedures. Where you do not know, you are obligated to find out. * Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council. * Demonstrated commitment to support and embrace a continuous improvement environment and culture within the organisation. * Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk. |
| Judgement & Decision Making | |
| Band 5 (Generic) | Role Specific |
| * Objectives usually well defined * Some problem solving using guidelines, professional/technical knowledge or experience * Problems may be complex & require creativity & originality * Guidance & advice usually available within time to make a choice | * Capacity to identify tasks required to be completed and to undertake such work within prescribed procedures or guidelines. * Ability to provide advice based on understanding the Departments aims, projects and practices. * Work proactively, both on defined tasks, and on opportunities for improvement, ensuring the role offers ‘value add’ within the department and wider organisation. * Ability to make choices within prescribed procedures or guidelines and problem solve when required. * Guidance and advice are available within time to make a decision. |
| Specialist Knowledge & Skills | |
| Band 5 (Generic) | Role Specific |
| * If interpreting regulations, will require an understanding of underlying principles as distinct from practices * Support employees * Understand long term unit goals & appreciation of wider organisation goals | * Ability to perform tasks efficiently in order to provide effective service delivery. * Ability to explore and develop creative options to streamline the processes under the responsibility of the role. * Proficiency in the operation of computerised systems including Microsoft Office suite, design software and the ability to learn new systems quickly. * Strong and accurate keyboard, word processing and spreadsheet skills. * Understanding of the long-term goals of the Department of Economy, Arts and Tourism and an appreciation of the goals of the wider organisation. * Well-developed verbal and written communication skills with the ability to prepare reports as required and the ability to maintain a high level of attention to detail. * Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities. |
| Management Skills | |
| Band 5 (Generic) | Role Specific |
| * Skills in managing time, planning, organising own work & setting priorities * Achieve specific objectives within available resources & timetable * If supervising – able to implement EEO, OH&S & training/development | * Ability to achieve specific objectives within available resources and timeframes, to ensure deadlines are met. * Ability to work in a team environment and individually with minimal supervision. * Ability to adapt to change in the work area. * Ability to coordinate a range of projects/tasks concurrently. * Ability to solve problems through discussion and team work. * Understanding of, and ability to implement personnel practices including equal opportunity, health and safety, training and development. * Ability to maintain professionalism, integrity and confidentiality. |
| Interpersonal Skills | |
| Band 5 (Generic) | Role Specific |
| * Write reports in field of expertise and/or prepare external correspondence | * The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team. * Well-developed verbal communication skills with the ability to communicate effectively across the organisation. * Capacity to listen effectively to clients, identify their needs and provide them with the correct advice. * Ability to discuss and revise/review problems – internally and externally. * Willingness to work collaboratively in a positive team environment with a shared workload and responsibilities. * Excellent interpersonal skills and the ability to communicate tactfully and diplomatically with all levels of staff and the public. |
| Qualifications & Experience | |
| * Tertiary qualification in Business, or relevant field / discipline and industry experience in a related field * Satisfactory Police Check. | |
| Role Specific Selection Criteria | |
| * Tertiary qualification in Business, or relevant field/discipline or industry experience in a related field * Demonstrated ability to work collaboratively with multiple stakeholders to achieve a common goal. * Demonstrated understanding of and commitment to stakeholder engagement. * Demonstrated persuasive communication skills sufficient to gain the cooperation of both internal and external stakeholders as required. * Demonstrated ability to multi-task and meet deadlines. * Demonstrated high level oral and written communication skills. * Demonstrated ability to function effectively in a highly political environment and to successfully manage negative issues. * Current Driver’s Licence | |