

Position Title	Governance Officer
Directorate	Corporate Development
Department	Governance, Legal & Risk
Team	Governance
Classification	Band 5
Date	July 2025
Reports to:	Governance Coordinator
Supervises:	NA
Internal Liaison:	All Council Business Departments, Mayor and Councillors
External Liaison:	Customers, Residents, Parliamentarians, Community and Business representatives, Government departments, Contractors, Victorian Electoral Commissions, Regional Associations, peak bodies.

Position Objectives

Your primary objectives of this position are to:

- Undertake a range of Governance and administrative duties that positively influence the quality and implementation of Good Governance practices and legislative compliance throughout the organisation:
 - Including but not limited to purchasing, correspondence, customer requests and providing support for all Governance systems and programs.
 - Ensuring the compilation, consistency, quality and distribution of Council Meeting Agendas and Minutes is undertaken in an accurate manner according to set deadlines.
 - Assisting the Governance Coordinator and Senior Governance Officers to coordinate the major activities of the Governance Department, which includes administering the Councillor Briefing Session process and the flow of Governance information throughout Council.
 - Administering and organising citizenship ceremonies and ensure they are conducted in accordance with Department of Home Affairs requirements.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Governance experience in the Local Government sector preferably with completion of a relevant degree or diploma course; OR alternatively
 Lesser formal qualifications in conjunction with relevant skills, knowledge, and experience in the private sector, undertaking administrative duties for a Board of Directors. Relevant skills, knowledge and experience should include:
 - Demonstrated ability to:
 - understand web-based compilation products for Board documents (Council Meeting Agendas and Minutes).
 - collaborate with other areas of a business and create solutions in difficult circumstances.
 - undertake and coordinate activities, procedures and documentation required to achieve good governance practices across an organisation, ideally within a Local or State Government environment; and
 - respect and manage confidential information and sensitive issues within a political environment.
- Demonstrated ability to:
 - manage timely and relevant oral, written, presentation and web-based communications including the preparation of reports, agendas, and minutes; and
 - effectively use computer software and systems including agenda and minutes management systems, the Microsoft Office suite of programs and electronic document management systems.

- Prior experience of organising large functions and events.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children’s Check
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver’s Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Resource management and staff</u>	<ul style="list-style-type: none"> • Directly manage your own allocated resources and activities in providing governance services to the organisation. • Maintain and coordinate regular and relevant communications with all team members and stakeholders on organisational matters, Good Governance requirements and others issues likely to impact the Governance work environment and the organisation.
<u>Open and transparent Council</u>	<ul style="list-style-type: none"> • Set up equipment for Council Meetings as required and administer, produce, compile, collate and distribute Council Meeting Agendas and Minutes as well as ensuring: <ul style="list-style-type: none"> ○ all activities are monitored appropriately in relation to decisions made at Council Meetings. ○ the quality, accuracy and timeliness of Council Meeting Agendas, Minutes, and other key corporate documents; and ○ routine Governance Council reports are prepared as required for inclusion in Council Agendas • Ensure Council web pages and Council’s EDRMS are kept up to date in relation to the Council Meeting process at all times. • Assist with the management and maintenance of Registers as required by the Local Government Act 2020, Council’s Public Transparency Policy, and organisational requirements. • Assist the Governance Coordinator and Senior Governance Officers with the processing of Freedom of Information requests if required and if time permits.
<u>Open and transparent Governance</u>	<ul style="list-style-type: none"> • Assist the Governance Coordinator to simplify Governance practices, proceedings, and protocols whilst: <ul style="list-style-type: none"> ○ developing and delivering training programs and information sessions to enable staff to meet their Governance responsibilities effectively; and ○ developing and delivering education and awareness programs in Governance matters to both internal and external groups as required. • Provide opportunities for the Community to provide information to Council through various forms of Community consultations, presentations, forums, and off-site Council Meetings.
<u>Citizenship ceremonies</u>	<ul style="list-style-type: none"> • Undertake all administrative functions to ensure the Citizenship ceremonies are organised and coordinated in advance of and during the events and followed up to finalise non-attendees after the event: <ul style="list-style-type: none"> • liaising with the Department of Home Affairs to organise lists of participants in Citizenship ceremonies. • ensuring numbers of those waiting to be naturalised are kept to a minimum. • coordinating staff, volunteer groups, the Mayor, CEO if required and dignitaries to ensure citizenship events run smoothly. • acting as the ‘Master of Ceremonies’ at Citizenship ceremonies as required.
<u>Legislative compliance and administration</u>	<ul style="list-style-type: none"> • Provide assistance to the Mayor and Councillors and the Executive Assistant to the Mayor and Councillors as required. • Prepare routine correspondence, reports and briefing notes as required for the Governance Department. • Assist in the preparation and delivery of training and information sessions to internal and external customers as requested. • Coordinate purchasing requirements and management of invoices. • Undertake special assignments as required.

	<ul style="list-style-type: none"> • Ensure procedure manuals relating to the position of Governance Officer are user friendly and remain up to date at all times. • Update Council's website, staff intranet and Councillor's intranet with appropriate governance-related information as required and directed by the Governance Coordinator or Manager Governance. • Provide monthly/quarterly performance reporting against targets when required. • Assist on developing and distributing the Councillors Weekly Information Summary (INFOSUM).
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Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	<ul style="list-style-type: none"> • Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> • Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> • Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> • Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> ○ zero tolerance of racism and expectations that staff will act on incidents of racism

	<ul style="list-style-type: none"> ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> ● Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- Not required.**
- This role may be subject to work related contact outside of normal business hours. (Refer to Citizenship ceremonies under position specific responsibilities.)**

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual’s personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – <i>Performing manual handling actions at or near ground level</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Providing support to the Governance Coordinator and Manager Governance, Legal and Risk in the coordination of all Governance functions, specifically in relation to the Council Meeting process and citizenship ceremonies, and all members of the Governance team by providing collaborative assistance, advice, or guidance. The freedom to act in this regard is subject to close supervision or clear guidelines and procedures, and the quality of decisions and actions taken often have an impact upon the performance of the Coordinator and Manager.
- This position has time management responsibilities and the freedom to act is governed by clear objectives and budget of the Governance Department, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans. The effect of decisions and actions taken in this regard is usually limited to the quality or cost of the programs and projects being managed.
- The role provides specialist advice to clients and regulates them in relation to Governance principles and the freedom to act is governed by adherence to various State and Federal Acts or regulations from which the position is required to operate within as well as being subject to Council policies and close supervision by the Governance Coordinator and/or the Manager Governance, Legal and Risk or to clear guidelines provided by them.
- The impact of decisions made, and the calibre of advice given may have a significant effect upon Councillors, staff, and members of the community, particularly in regard to legislative compliance but these are usually subject to appeal or review by the Coordinator Governance and/or Manager Governance, Legal and Risk.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Apply considerable everyday problem solving within the Governance function 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.
- The position requires decisions on the day-to-day operations and coordination of Governance responsibilities and interaction with other staff pertaining to this position.

With Input from or Recommends to the Governance Coordinator and/or Manager Governance, Legal and Risk:

- Processes to positively influence the quality and implementation of Good Governance practices and legislative compliance throughout the organisation; and
- Coordinate the major operational activities of the Governance Department.

Guidance:

- Guidance and advice are usually available from the Governance Coordinator and/or Manager Governance, Legal and Risk within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within a Governance Department in the Local Government sector in the administration of Council Meetings or in the use of Board administration software.
- Knowledge of and ability to interpret the *Local Government Act 1989*, *Local Government Act 2020* and other legislation pertaining to the Local Government sector, requiring an understanding of the underlying principles as distinct from the practices.
- Significant experience of Council IT systems such as Council report generation, Customer Service request systems, Electronic Document Record Management Systems, GIS and Rating systems and the ability to provide training to other staff across these systems.
- An understanding of the long-term goals of the Governance Department and an appreciation of the goals of Council.
- Political astuteness and a demonstrated understanding of confidentiality requirements.

Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities, and planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to gain cooperation and assistance from stakeholders and other staff in the administration of well-defined activities.
- Well-developed interpersonal, oral, written communication and presentation skills as this role is expected to write reports in their field of expertise and/or to prepare external correspondence.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix

Core Capability Framework – Team Member



Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

