

Position Title	Governance Support Officer
Directorate	Strategy & Corporate Services
Department	Governance, Integrity, Legal and Risk
Team	Governance
Classification	Band 5
Date	April 2026
Reports to:	Governance Coordinator
Supervises:	Nil.
Internal Liaison:	All Governance business units and all Council business units and 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 purpose in this position is to:

- Undertake a significant range of governance and administrative duties across all functions of the Governance Department, positively influencing the quality and implementation of good governance practices and legislative compliance throughout the organisation.
- Ensure the compilation, consistency, quality and distribution of Council Meeting Agendas and Minutes is undertaken in an accurate manner according to set deadlines.
- Assist the Governance Coordinator, Senior Governance Officers and 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.
- Assist with the coordination and administration of audit and risk management functions and processes to support Council's compliance and good governance objectives.
- Administer and organise citizenship ceremonies and ensure they are conducted in accordance with Department of Home Affairs requirements.
- Assist with updates to the Councillor Request Register and actively monitor the progress and finalisation of all requests in their entirety.
 - Ensure the daily operational requirements of the Governance Unit are met, including but not limited to:
 - purchasing, invoicing, correspondence, filing, customer requests and providing support for all Governance officers, systems and programs as directed by the Governance Coordinator.
 - providing routine customer service and advice on governance matters.
 - assisting with the administration and processing of Freedom of Information and Information Privacy requests.

Key Selection Criteria

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

- Degree or Diploma in Governance or similar with little or no relevant work experience in the Local Government sector or through lesser formal qualifications with relevant work 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 and use web-based compilation products for Board documents (Council Meeting Agendas and Minutes), the Microsoft Office suite of programs, and Adobe Acrobat.

- Demonstrated ability to understand and use business processing systems such as Customer Service Request, Creditor/Debtor, Administrative and Electronic Document and Records Management Systems (EDRMS).
- Demonstrated ability to collaborate with other areas of a business and create solutions in difficult circumstances, as well as activities, procedures and documentation required to achieve good governance practices across an organisation, ideally within a Local or State Government environment.
- Prior experience of successfully organising large functions and events.
- Demonstrated ability to 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.
- Demonstrated ability to effectively use computer software and systems including agenda and minutes management systems, the Microsoft Office suite of programs, and electronic document management systems.
- Demonstrated attention to detail and time management skills working within a team environment.
- Demonstrated effective interpersonal, written, and verbal communication skills, including the ability to solve problems.

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 (Employee Check)
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☐ ongoing First Aid (Level 2)
- ☐ ongoing Cardiopulmonary Resuscitation (CPR)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Resource Management and Staff	• 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 other issues likely to impact the Governance work environment and the organisation. • Providing support to the Governance Coordinator and Manager Governance, Integrity, 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.
Open and Transparent Council	• Set up equipment for Council Meetings as required and administer, produce, compile, collate and distribute Council Meeting Agendas and Minutes. • Ensure all activities are monitored appropriately in relation to decisions made at Council Meetings. • Ensure the quality, accuracy and timeliness of Council Meeting Agendas, Minutes, and other key corporate documents. • Prepare routine governance Council reports 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 and Information Privacy requests as required.
Open and Transparent Governance	- Assist the Governance Coordinator to simplify governance practices, proceedings, and protocols. - Assist in developing and delivering training programs and information sessions to enable staff to meet their governance responsibilities effectively. - Assist in 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. - Assist in the continuous improvement of procedures, processes, systems, structures, and mechanisms of the Governance Unit's activities to ensure high-quality customer service. - Assisting with the administration of internal and external audit processes, including preparation of documentation, scheduling of audit activities, and tracking of audit recommendations and actions. - Provide governance assistance to internal and external customers, both verbally and in writing, in a courteous, professional, and timely manner.
Councillor Support	- Develop and maintain a Councillor Request Register and actively monitor the progress and finalisation of all requests in their entirety. - Provide assistance to the Executive Assistant to the Mayor and Councillors as required.
Citizenship Ceremonies	- Undertake all administrative functions to ensure citizenship ceremonies are organised and coordinated in advance of, during, and after the events, including follow-up to finalise non-attendees. - Liaise with the Department of Home Affairs to organise lists of participants in citizenship ceremonies. - Ensure numbers of those waiting to be naturalised are kept to a minimum. - Coordinate staff, volunteer groups, the Mayor, CEO (if required) and dignitaries to ensure citizenship events run smoothly. - Act as the Master of Ceremonies at citizenship ceremonies as required. - The incumbent will be required to work at all citizenship events (with overtime payable outside of ordinary business hours).
Financial Administration	- Process purchasing orders and requisitions for the Governance Department in accordance with Council's procurement policies and procedures. - Assist with the receipt, verification and processing of invoices, ensuring accuracy and timely payment. - Assist the Governance Coordinator and Manager Governance, Integrity, Legal and Risk with the preparation and monitoring of departmental budgets, including tracking expenditure against approved allocations. - Maintain accurate financial records and documentation to support audit and reporting requirements. - Liaise with the Finance Department and other relevant business units on financial queries, account reconciliations and other relevant processes as required.
Specialist Advice	- 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, Integrity, Legal and Risk or to clear guidelines provided by them. - Providing administrative information to clients as needed and information and/or support required to the Governance Coordinator and the Governance Unit. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures. - 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 Governance Coordinator and/or Manager Governance, Integrity, Legal and Risk. • The position requires decisions on the day-to-day operations and coordination of governance responsibilities and interaction with other staff pertaining to this position. • The work may involve assisting in improving and/or developing methods and techniques that can improve efficiencies within each unit. • Processes to positively influence the quality and implementation of good governance practices and legislative compliance throughout the organisation. • Coordinate the major operational activities of the Governance Department.
Proficiency in application of laws and use of systems	• Proficiency in the application of standardised procedures, practices, Acts and Regulations, including experience in the use/application of Customer Service Request Systems, Electronic Document and Records Management Systems (EDRMS), GIS and Rating systems, HTML, the Microsoft suite of products, and Adobe Acrobat. • 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. • A willingness to learn, along with a passion for, and commitment to, developing new skills. • Political astuteness and a demonstrated understanding of confidentiality requirements.

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.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • 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	- Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures - Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. - Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	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	- 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	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	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 on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to 'Working out of hours' 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 – <i>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</i>		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Team based work – <i>works in a team of people and not exposed to isolation</i>		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☐
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>		☐	☐	☐	☒
Concentrating – <i>high levels of concentration required while completing required tasks</i>		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>		☐	☐	☒	☐
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		☐	☐	☐	☒
Reasoning – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		☐	☐	☒	☐
Judgement – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		☐	☐	☒	☐
Short and long-term memory recall – <i>ready access to documented procedures or precedents to perform requirements of the position</i>		☐	☐	☒	☐
Emotional resilience – <i>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</i>		☐	☐	☐	☒
Interruptions – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		☐	☐	☒	☐

Physical Requirements

☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a

Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]

☐ This position requires a vision test

☐ This position requires a hearing test

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		☐	☐	☒	☐
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☒	☐	☐	☐
Kneeling – To lower the body		☐	☒	☐	☐
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		☐	☒	☐	☐
Reaching – Extending arms out in any direction		☐	☒	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☒	☐	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☒	☐	☐	☐
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		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☐	☒	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☐	☒	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☐	☒	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Lift floor to hip		☐	☒	☐	☐
Lift waist to shoulder		☐	☒	☐	☐
Lift overhead		☐	☒	☐	☐
Pushing/pulling		☐	☒	☐	☐

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:

- The freedom to act in this regard is subject to close supervision or clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.
- The freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.
- Positions in this band may supervise resources, other employees or groups of employees and/or provide advise to or regulate clients and/or give support to more senior employees.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- The work may involve solving problems 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.
- Guidance and advice are usually available 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 their operating unit.
- Require an understanding of the underlying principles as distinct from the practices.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- An understanding of the role and function of the senior employees to whom they provide support and an understanding of the long term goals of the unit in which they work and, where appropriate, an appreciation of the goals of the wider organisation.

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 implement personnel practices including those related to equal opportunity, occupational health and safety and employees training and development.
- Ability to gain cooperation and assistance from clients, members of the public and other staff in the administration of well-defined activities and in the supervision of other employees where appropriate.
- Expected to write reports in their field of expertise and/or 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			

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.

