

Position Title:	Governance Coordinator
Business Unit:	Governance
Department:	Governance
Directorate:	CEO/Corporate Services
Classification:	Band 7
Date:	June 2022
Reports to:	Manager Governance (Governance, Commercial Property & Records Management)
Supervises:	Senior Governance Officer x EFT, Governance Officer x 1EFT
Internal Liaison:	All Council business units and departments, Mayor and Councillors
External Liaison:	Customers, residents, parliamentarians, community and business representatives, Government departments, contractors, Victorian Electoral Commission, regional associations, peak bodies

1. Position Objectives

The primary objectives of the position are to:

- Assist the Manager Governance to coordinate the major activities of the Governance Unit, specifically overseeing the Council meeting process and the subsequent production of Council meeting agendas and minutes and administering the Councillor Briefing Session process throughout Council.
- Manage, process, and provide leadership in the processing of Freedom of Information and Information Privacy requests as well as positively influence the quality and implementation of good governance practices and legislative compliance throughout the organisation.

2. Key Responsibility Areas/Position Specific Responsibilities (Also refer to Appendix 1 - Additional Key Responsibility Areas/Position Specific Responsibilities for all employees)

Main areas of responsibilities will include, but are not limited to:

Resource Management and Staff

- Monitor, oversee and directly manage the resources and activities of all Governance Officers who administer Council meeting agendas and minutes and provide 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.

Open and Transparent Council

- Oversee the Council meeting process and the subsequent production of Council meeting agendas and minutes, including the coordination of Councillor Briefing Session processes in collaboration with the Manager Governance.
- Manage and conduct election activities during the Council election process and installation of Councillors (every four years) in collaboration with the Manager Governance.
- Provide support and guidance to the Mayor, Councillors and the Executive as required to ensure principles of transparency, open and accountable government and good governance are practiced and adhered to, in collaboration with the Manager Governance. This includes managing Governance resources to assist Mayor and Councillors' Executive Assistant as required.

Freedom of Information and Information Privacy

- Manage the processing of applications and provide leadership and guidance to other staff members in all areas pertaining to applications made under the Freedom of Information Act 1982 and Privacy and Data Protection Act 2014 within statutory time frames.
- Allocate, monitor, oversee and directly manage the resources and activities of all Governance officers in the processing of applications made under the Freedom of Information Act 1982 and Privacy and Data Protection Act 2014 to ensure statutory time frames are met.
- Liaise with Council officers in search and discovery phase of applications, and with applicant, third parties and other agencies as required to efficiently process Freedom of Information applications.
- Make decisions relating to the release of Council documents under the Freedom of Information Act 1982 and Privacy and Data Protection Act 2014, developing and delivering training programs and information sessions to enable staff to meet their responsibilities under these Acts.
- Assist the Office of the Freedom of Information Commissioner in the review and investigation of the Freedom of Information requests as directed by the Manager Governance.

Open and Transparent Governance

- Manage the maintenance of Council's legislative compliance programs, statutory registers, Councillor request registers and delegations' processes in accordance with the *Local Government Act 1989* and *Local Government Act 2020* and organisational policy and requirements and in collaboration with the Manager Governance.
- Review, restructure, streamline and simplify governance practices, proceedings, and protocols whilst:
 - developing and coordinating representation on internal and external committees, including the Audit and Risk Committee.
 - 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.
- Manage and assist the Audit Advisory Committee and appointed auditors in the review, administration, and distribution of reports as required as well as assisting relevant Government or Ombudsman endorsed investigations into Council and its operations as directed by the Manager Governance.
- Manage the organisation's policy requirements through collaboration with other units and departments and by contributing to content to ensure that all policies are relevant, valid, and up to date. This will also require policy development within the Governance Unit.
- Coordinate opportunities for the community to provide information to Council through various forms of community consultations, presentations, forums, and off-site Council Meetings.

Legislative Compliance and Administration

- Oversee and manage the administration and conducting of citizenship ceremonies in conjunction with the Department of Immigration and Border Protection as required.
- Manage and coordinate monthly/quarterly reporting against targets from all Governance officers, including preparing reports on Governance activities and submit for Council or management consideration, when required.
- Provide efficient assistance, research and administrative support to the Governance Unit and other Corporate Services Units as required, including undertaking special projects and assignments as required, including fulfilling legislative requirements in relation to Council elections.
- Continuously challenge processes within the Governance Unit and the organisation to seek to improve or enhance work efficiency and outputs, including ensuring procedure manuals in relation to Governance functions are user-friendly and remain up to date at all times.
- Manage and coordinate the production and distribution of the Councillors Weekly Information Summary (INFOSUM), as well as the updating of Council's website, staff intranet and Councillors' intranet with appropriate governance-related information as required
- Manage and coordinate the updating of Council's website, staff intranet and Councillors' intranet with appropriate governance-related information as required.

Customer Service

- Provide assistance to the Corporate Services Unit as required including ensuring procedures, processes, systems, structures, and mechanisms of the governance unit's activities are followed to deliver high quality customer service.
- Respond to internal and external customers, both verbally and in writing, in a courteous, professional, and timely manner, ensuring procedures, processes, systems, structures, and mechanisms of the governance unit's activities are followed to deliver high quality customer service.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Managing the coordination of Governance functions and budgets and the activities of the Governance Team in collaboration with the Manager Governance, supporting members of the Executive and Senior Management Teams by providing specialist advice or guidance.
- This position has resource management and process development responsibilities and the freedom to act is governed by policies, objectives, and budgets of the Governance Unit with a regular reporting mechanism to ensure achievement of goals and objectives. The effect of decisions and actions taken in this regard may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- The role provides specialist advice to clients and regulates them in relation to Governance principles and the freedom to act is subject to professional and regulatory review and 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 regular supervision by the Manager Governance. The impact of decisions made, and the calibre of advice given may have a substantial effect upon Councillors, staff, and members of the community, particularly in regard to legislative compliance.

- When involved in policy formulation, the work may be of an investigative, analytical, or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The primary responsibilities of this position are to:
 - make considerable everyday problem-solving decisions on operations and the coordination of Governance staff and the responsibilities of this position.
 - manage and oversee the coordination of Council meeting processes and Councillor Briefing Sessions, including the accurate capture and publication of minutes.
 - manage and respond to Freedom of Information requests from the general public; and
 - manage and coordinate the day-to-day operations of the Governance Unit.
- The nature of the work is usually specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations.
- When involved in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.
- Guidance and advice are not always available within the organisation.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Significant:
 - experience in resource management and proficiency working within a Governance unit in the Local Government sector processing Freedom of Information and Information Privacy requests and significant knowledge of the *Freedom of Information Act 1982* and *Privacy and Data Protection Act 2014* in the search for solutions to new problems and opportunities.
 - knowledge of the *Local Government Act 1989* and 2020 and other legislation pertaining to the Local Government sector.
 - experience of Council IT systems such as Council report generation, customer service request systems, electronic document management, GIS and rating systems and the ability to provide training to other staff of these systems.
- When involved in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- An understanding of the long-term goals of the Governance unit and of the relevant policies of both the unit and the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.

6. Management and Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities, and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees' development schemes. They would be also expected to contribute to the development and implementation of long-term staffing strategies.
- Ability to gain cooperation and assistance from clients, members of the public, other employees, and stakeholders in the administration of broadly defined activities and to motivate and develop employees, through high level interpersonal, oral, written and presentation communication skills writing reports in their field of expertise and/or to prepare external correspondence.
- All employees in this Band must also be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within Council to resolve intra-organisational problems.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- Degree or Diploma qualification in Civic Administration or equivalent with substantial subsequent relevant Governance experience OR alternatively lesser formal qualification with extensive relevant experience in Governance in the Local Government or relevant public sector. Relevant skills, knowledge, and experience should include:
 - Demonstrated team management, leading, and directing the activities of direct reports to achieve a motivated and professional team preferably within a Governance or challenging environment
 - Demonstrated ability to coordinate the activities, procedures and documentation required to achieve good governance practices across an organisation, ideally within a Local or State Government environment.
 - Demonstrated ability to manage and process Freedom of Information and Information Privacy requests, preferably with the ability to develop and deliver a range of training programs to a variety of different stakeholder groups.
 - Demonstrated ability to manage confidential information and sensitive issues within a political environment preferably with previous experience in conducting election activities in Council elections.
- 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, Microsoft Office suite of programs and electronic document management systems.
- A current (and ongoing) valid Victorian Drivers Licence as well as satisfactory (and ongoing) Police and Working with Children checks supplied prior to offer of employment and commencement.

Verification

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

Prepared by:

Name:	Lisa Roberts	Signature:	
Date:	June 2022		

Manager / Director:

Name:	Lisa Roberts	Signature:	
Date:	June 2022		

CEO:

Name:	John Bennie	Signature:	
Date:	June 2022		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the Position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Lisa Roberts

Signature:

Date:

Cognitive Demand	Yes	No
Regular communication with team/work mates	✓	
Regular communication with others	✓	
Verbal instruction and supervision of others	✓	
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

APPENDIX 1

Additional Key Responsibility Areas/Position Specific Responsibilities for all employees

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures, and guidelines.
- In accordance with the responsibilities of your role, positively 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.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote, and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge, and training.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge, and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.