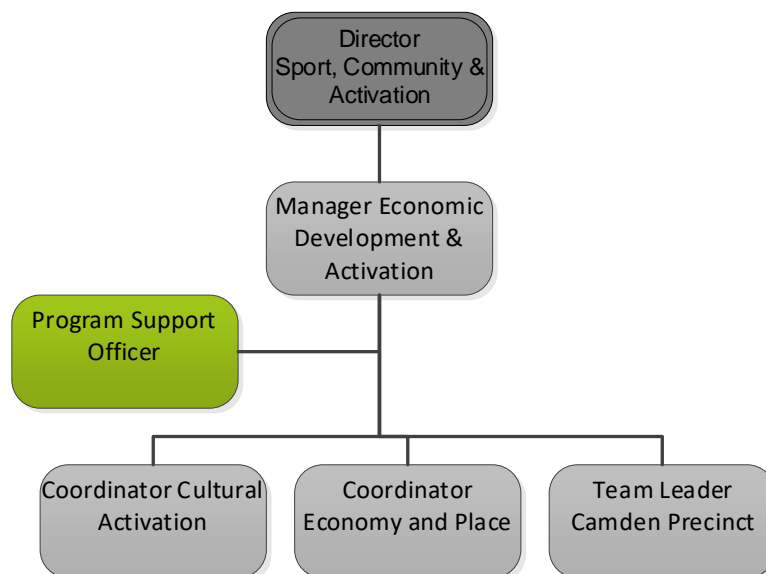


POSITION DESCRIPTION

Position Title	Program Support Officer
Position Number	26194
Division	Sport, Community & Activation
Branch	Economic Development & Activation
Grade	10
Band and Level	Band 3 / Level 1
Special Requirements	Current drivers licence Ability to work flexible hours, including weekends and public holidays Ability to attend out of hours events and meetings
Physical and Environmental Demands	Manual handling
Reports to	Manager Economic Development & Activation
Authorities	As detailed within the Delegations as delegated by the General Manager
Key Direction/s	Welcoming - Embracing our vibrant and diverse community Prosperous – Advancing local economic opportunities and job creation Leading – A successful advocate for our people and places

Reporting Structure



Position Purpose
To provide effective administrative and program support to the Economic Development and Activation Branch, including assisting with reports, system and CRM management, programmed workshops and events and other administrative and support tasks as required. This role provides high level executive support to the Manager Economic Development and Activation and assist with the administration of the Macaria Gallery Ltd. Board.
Key Result Areas
<p>Program Support</p> <p>Executive and Administrative Support</p> <p>Branch Activities</p> <p>Customer Service</p> <p>Corporate Core Values</p>
Key Duties & Responsibilities
<p>Program Support</p> <ul style="list-style-type: none"> • Support the implementation and management of a CRM which effectively captures data for EDA lead initiatives and engagements. • Assist with the update and dissemination of information through EDA communications channels including social media, EDM and web. • Data platform administration including support and data provision to key stakeholders as required. • Grant and award submissions administrative support. • Support the delivery of projects and events as required. • Support the management of mailboxes associated with the EDA branch. • Assist in budget management and procurement activities. • Develop and implement a branch wide approach to safety document administration. • Develop and implement a branch wide approach to award submissions and grant applications. <p>Executive and Administrative Support</p> <ul style="list-style-type: none"> • Provide executive level secretarial and administrative support and assistance to the Economic Development and Activation (EDA) Branch and Manager Economic Development and Activation • Support to the secretary of the Macaria Board, including preparation of board papers, taking of minutes and other secretarial duties as required • Schedule and facilitate various meetings through the provision of minutes, agendas, booking venues and advice to attendees • Assist with the preparation and meeting coordination for EDA community committees • Identify and implement improvements to administrative processes in the EDA Branch • Preparation of reports, minutes, papers and presentations to an executive standard, develop understanding of InfoCouncil to facilitate report management • General administrative duties as required <p>Branch Activities</p> <ul style="list-style-type: none"> • Assist and support cross organisation / branch projects as required.

- Implement Council policies, resolutions and decisions.
- Attend meetings as required.
- Support project delivery within the EDA Branch.
- Other relevant duties which may be required by the Manager from time to time.

Customer Service

- Conduct interactions with external and internal stakeholders relating to EDA Branch activities.
- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous.

Corporate Core Values

- Continuously display Council's corporate core value of Leadership, innovation, partnership, commitment, safety and customer focus.
- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.

WHS Responsibility

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures.

Records and Information Management Responsibilities

All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance.

Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures, and business rules.

Essential and Desirable Criteria

Essential

- Appropriate qualifications and/or experience in administrative/executive assistant role.
- Ability to work in a sensitive, confidential and political environment.
- Proven ability to develop processes, recognise and implement improvements to processes and systems.

- Highly developed organisational, communication, negotiation and problem solving skills.
- Experience in MS Office suite at an advanced level.
- Demonstrated ability to apply EEO, WHS and ethical practice principles and to act with probity at all times.

Desirable

- Experience in database development and management and CRM systems.
- Understanding of event delivery.
- High level research skills.
- Experience in corporate governance.
- Experience in marketing, website and social media management.
- Local government experience.

Prepared By	Manager Economic Development and Activation
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Date Prepared	November 2024
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I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

Employee Name:	
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Employee Signature:	
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Date:	
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