

Position Description

Position Title		Senior Governance Officer
Directorate		Corporate Services
Department/Business Unit		Governance, Legal & Risk
Team		Governance
Classification		Band 6
Date		May 2024
Reports to:	Governance Coordinator	
Supervises:	Nil	
Internal Liaison:	All Council business units and departments, Mayor and Councillors	
External Liaison:	Customers, Residents, Parliamentarians, Community / Business representatives, Govt depts, Contractors, Victorian Electoral Commissions, Regional associations, peak bodies	

Position Objectives

The primary objectives of the position are to:

- Assist the Governance Coordinator to process and provide leadership in the processing of Freedom of Information and Information Privacy requests.
- Assist the Governance Coordinator and Manager Governance to:
 - process and positively influence the quality and implementation of good governance practices and legislative compliance throughout the organisation; and
 - coordinate the major activities of the Governance Unit, including:
 - administering the Councillor Briefing Session process and the flow of Governance information throughout Council; and
 - overseeing or assisting with the Council meeting process and the subsequent production of Council meeting agendas and minutes.

Key Selection Criteria

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

- Degree or Diploma qualification in Civic Administration or equivalent with some subsequent relevant Governance experience OR alternatively lesser formal qualification with substantial relevant experience in Governance in the Local Government or relevant public sector. Relevant **skills, knowledge and experience** should include **demonstrated**:
 - understanding of the *Freedom of Information Act 1982*, *Privacy and Data Protection Act 2014*, *Local Government Act 1989* and *Local Government Act 2020* and their influence on local government in Victoria,
 - 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,
 - ability to undertake and coordinate activities, procedures and documentation required to achieve Good Governance practices across an organisation, ideally within a Local or State Government environment,
 - ability to respect and manage confidential information and sensitive issues within a political environment; and
 - previous experience 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.

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 resources and activities in providing best practice 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. • *Act as the Governance Coordinator as required and if available.
<u>Open and Transparent Council</u>	<ul style="list-style-type: none"> • *Assist the Governance Coordinator in conducting 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. This includes managing Governance resources to assist Mayor and Councillors' Executive Assistant as required. • *Provide support in the Council meeting process and the subsequent production of Council meeting agendas and minutes if required, including the coordination of the Councillor Briefing Session process in collaboration with the Governance Coordinator and the Manager Governance.
<u>Freedom of Information and Information Privacy</u>	<ul style="list-style-type: none"> • Process applications made under the Freedom of Information Act 1982 and Privacy and Data Protection Act 2014 within statutory time frames. • Liaise with Council officers in search and discovery phase of applications. • Liaise 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. • *Provide guidance to other staff members in all actions pertaining to applications made under the Freedom of Information Act 1982 and Privacy and Data Protection Act 2014 within statutory timeframes. • *Assist to develop and deliver training programs and information sessions to enable staff to meet their responsibilities under the Freedom of Information Act 1982 and Privacy and Data Protection Act 2014. • *Assist the Office of the Freedom of Information Commissioner in the review and investigation of the Freedom of Information requests as directed by the Governance Coordinator or Manager Governance.
<u>Open and Transparent Governance</u>	<ul style="list-style-type: none"> • Maintain Council's legislative compliance programs, statutory registers, Councillor request registers and delegations' processes in accordance with the Local Government Act 2020 and organisational requirements. • *Assist the Governance Coordinator to simplify governance practices, proceedings, and protocols whilst: • developing and coordinating representation on internal and external committees, including the Internal Audit and Risk Committee; • developing and delivering training programs and information sessions to enable staff to meet their governance responsibilities effectively; • developing and delivering education and awareness programs in governance matters to both internal and external groups as required; and • assisting the Governance Coordinator in the administration for the Audit and Risk Committee as required. • *Assist the Governance Coordinator and Manager Governance to 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. • *Create opportunities for the community to provide information to Council through various forms of community consultations, presentations, forums and off-site Council Meetings. • *Assist relevant Government or Ombudsman endorsed investigations into Council and its operations as directed by the Governance Coordinator and/or Manager Governance.
<u>Legislative Compliance and Administration</u>	<ul style="list-style-type: none"> • Contribute to the conducting of citizenship ceremonies in conjunction with the Department of Immigration and Border Protection as required. • Provide monthly/quarterly reporting against targets when required and prepare reports on governance activities and submit for Council or management consideration, when

	<p>required.</p> <ul style="list-style-type: none"> • *Provide efficient assistance, research and administrative support to the Governance Unit and other Corporate Services Units as required, undertaking special projects and assignments as required, including fulfilling legislative requirements in relation to Council elections. • Develop and distribute the Councillors Weekly Information Summary (INFOSUM), updating Council's website, staff intranet and Councillor's intranet with appropriate governance-related information as required and as directed by the Governance Coordinator or Manager Governance. • 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.
<u>Customer Service</u>	<ul style="list-style-type: none"> • Ensure 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, including providing assistance to the Corporate Services Unit as required.

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
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 ○ 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 Council's 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.

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	Occasional 0 – 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements

This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input type="checkbox"/>	<input checked="" 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 – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input checked="" 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"/>

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 in the coordination of all Governance functions. This position supports all members of the Governance team by providing collaborative advice or guidance.
- Being aware of, and acting in accordance with, any power, function or duty delegated or sub-delegated to this role on behalf of Council and understanding the obligations in any matters that arise in the course of exercising a statutory function.
- This position has time and resource management responsibilities and the freedom to act is governed by the clear objectives and budget of the Governance Unit with a regular reporting mechanism to ensure adherence to goals and objectives. 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 regular supervision by the Governance Coordinator and/or the Manager Governance.
- 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.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The primary responsibility of this position requires decisions on the day-to-day operations and coordination of Governance responsibilities and the staff pertaining to this position by:
 - assisting the Governance Coordinator and Manager Governance to process and positively influence the quality and implementation of good governance practices and legislative compliance throughout the organisation.
 - assisting the Governance Coordinator and Manager Governance to coordinate the major operational activities of the Governance Unit; and
 - processing and responding to Freedom of Information and Information Privacy requests from the general public.
- This position therefore involves considerable everyday problem solving within the Governance function, with the nature of the work usually being specialised with methods, procedures and processes developed from theory or precedent.
- The work will involve improving and/or developing methods and techniques generally based on previous experience and may involve the application of these techniques to new situations
- Guidance and advice are available from the Governance Coordinator and/or Manager Governance.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Significant experience 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 including the underlying principles as distinct from the practices.
- Significant knowledge of the Local Government Act 1989 and Local Government Act 2020 and other legislation pertaining to the Local Government sector.
- Significant 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.
- 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 political context in which it operates.
- Where assisting with the management of resources, a familiarity with relevant budgeting techniques is required.

- Political astuteness and an 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 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.
- Where organising other employees, requires an understanding of, and an ability to, implement organisation human resource practices including those related to equal employment opportunity, OHS and employees’ training and development.
- Ability to gain cooperation and assistance from stakeholders and other staff in the administration of defined activities.
- All employees in this role must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.
- High level 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
Prepared by	Dani Trimble		May 2024
Manager	Lisa Roberts		
Director	Andrew Foley		
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.

