

# POSITION DESCRIPTION

## SENIOR COUNCILLOR SUPPORT OFFICER

### POSITION DETAILS

Date of Position Description	July 2024
Position Title	Senior Councillor Support Officer
Position Grade	12
Directorate   Business Unit	Office of the CEO   Office of the Lord Mayor and CEO
Reports to	Coordinator, Councillor Support
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

### POSITION OVERVIEW

This position is responsible for providing wholistic senior support to the Councillors from an administrative, advisory, executive and project or ward-based perspective for all Council related matters. This position acts as a liaison for the Councillors providing appropriate communication, briefing and collaboration for all ward-based activities. As the Senior Councillor Support Officer this role will be required to bring a strategic lens to the overall support for the Councillors, keeping in line with Council's DPOP and project objectives.

As this position provides high level direct support to Councillors, flexibility will be required for in office attendance that may be higher than the standard requirements across Council. Additionally there may be requirements at times for support, out of office hours, at Council meetings or events.

### KEY RESPONSIBILITIES

#### Role Specific

- Build strong partnerships with relevant Council teams for all ward-based projects.
- Utilise a coaching mindset and style to provide guidance to relevant Council teams that will ensure a seamless and consistent engagement across all Directorates for Councillor interactions.
- Coordinate and maintain project tracking for all ward-based projects.
- Prepare and conduct ward briefings for Councillors, and the Executive where required, in a manner that derives the right feedback and outcomes for projects.
- Collate and adapt to feedback from both Councillors and all Directorates regarding complex matters that impact projects and DPOP deliverables
- Continually review and improve the communication channels used for collaboration between Councillor Support, Councillors and Directorates.
- Communicate Councillor feedback to Project Managers on ward-based projects.
- Investigate issues and other matters affecting the ward as raised by the Councillors.
- Manage and coordinate Community consultation processes.

- Build strong and productive partnerships within Council, with the local residential and business communities, government bodies and local organisations to contribute to the delivery of Council's strategic outcomes.
- Manage stakeholder relationships to enable effective community buy in.
- Manage and prioritise Councillor service requests including meeting requests and resident enquiries.
- Coordinate responses from operational areas of Council in relation to Councillor requests and correspondence.
- Manage complex and politically sensitive information with confidentiality, diplomacy and tact.
- Maintain effective correspondence and records management processes.
- Prepare high level communications and correspondence for Councillors in relation to stakeholders, constituents, and members of the public.
- Conduct research for, and provide analysis to, Councillors that may include a degree of complexity.
- Assist the Coordinator, Councillor Support to provide advisory services to Councillors and the Executive on ward-based projects and Council related matters.
- Ensure the Councillors correspondence is consistent in line with the strategic vision for Council.
- Working with the Coordinator, Councillor Support in the delivery of the Councillor Induction and Professional Development Program.
- Provide high level administrative and executive support to Councillors.
- Research and prepare reports and presentations for Council and/or Committee meetings, when required.
- Ensure interactions and correspondence are in line with relevant legislation, civic responsibilities and Council policies.
- Maintain good governance to ensure risks are mitigated and planning, reporting and statutory compliance is achieved.

#### Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies as amended from time to time.

#### KNOWLEDGE

## Qualifications

- Degree qualification in policy, government or business or relevant experience in a highly politicised environment.
- A minimum of 5 years' relevant experience in a highly politicised and/or sensitive environment.
- Current NSW Driver's Licence.

## Experience

- 5 years' experience in delivering effective and efficient executive administrative support.
- Demonstrated local government experience or experience in a highly politicised environment.
- Experience in working within one or more levels of government and/or experience in working with a board in a non-government organisation.
- Demonstrated experience in the preparation of complex or sensitive correspondence, where multiple inputs are required, with the result directed to a variety of stakeholders.
- Experience managing multiple complex projects as the 'client side'.
- Demonstrated experience in working in a deadline driven environment and with competing priorities.

## Skills

- Demonstrated excellent communication skills including ability to build strong relationships and collaborate.
- Proven ability in showing initiative in the workplace, prioritise workloads, meet deadlines and delivering outcomes that meet the needs of varying stakeholders.
- Highly developed analytical and problem-solving skills.
- Exceptional attention to detail.
- Ability to maintain the strictest confidentiality.
- Able to communicate effectively across a wide spectrum including members of the public, Councillors, Council managers, other council staff and government representatives.
- Ability to influence outcomes to ensure good governance is adhered to.