



POSITION DESCRIPTION

Position:	Division Support Officer for Corporate Services Permanent Part-Time, 30.4 hours, 4 days per week (Authority Position Number 049.2)
Enterprise Agreement Classification:	Banding Level 5 (Colac Otway Shire Council Enterprise Agreement No.10 2025)
Division:	Corporate Services
Department:	Corporate Services
Reports to:	General Manager Corporate Services
Approved By:	General Manager Corporate Services
Date Approved:	August 2026

Colac Otway Shire Council strives to be a values-based organisation. Our values were developed by our people. They guide our behaviours, our approach to our work and to each other.

Our Values

- We are *supportive, inclusive* and *respectful*
- We take a *positive* approach to our work
- We commit to *safe work* practices
- We are *accountable* and *proactive*
- We act with *integrity*
- We *communicate* effectively
- We are *flexible* and *progressive*

Position Objectives

To ensure that Council:

- Has an executive function that is professionally supported with high level administration, project support, coordination and reporting tasks.
- Complies with relevant legislation, guidelines and objectives through the delivery of efficient and effective executive support.



PART A	
Key Responsibilities	Expected Outcomes
General DSO Responsibilities (22.8 hours per week) - To perform administrative support for the General Manager of the Corporate Services Division including diary management, monitoring and preparation of correspondence, preparation of reports, support to committees/sub-committees, project assistance and record management. - Provide guidance and assistance to ensure that report timelines are met by the Division for Councillor Briefing sessions, Council Meetings and other deadlines as required. - Undertake research, prepare reports and/or draft correspondence in respect to the diversity of issues, functions and activities addressed by the General Manager and/or Managers as required. - To develop and implement support systems consistent with statutory and legislative requirements within the Division to facilitate better business management and monitoring. - To monitor and action Councillor requests with input from officers using Council's Customer Request Management system. - To attend to general telephone and counter enquiries on behalf of the General Manager and the Corporate Services Division and delegate as appropriate. - Support events, projects and initiatives relevant to the Corporate Services Division. People & Culture Support (7.6 hrs per week) - Provide general administrative support to the People and Culture team. - Assist with the coordination of People and Culture projects, initiatives and activities. - Support recruitment, onboarding, training and employee engagement activities as required.	DSO Outcomes - Professional and timely provision of administrative services for the Corporate Services Division. - The General Manager and Managers are provided with clarity and guidance on reporting frameworks and delivery of required reports in a timely manner. - High-quality development of correspondence, reports and administrative support. - Efficient administration systems are implemented that provide effective support and guidance. - Customer and Councillor requests responded to within corporate guidelines and timelines. Expected Outcomes - Professional and timely administrative support is provided to the People and Culture function. - People and Culture activities are effectively supported and coordinated. - Accurate and confidential People and Culture records and documentation are maintained.



PART B

Classification Criteria

Accountability and Extent of Authority

- This position requires a high level of self-motivation and the ability to work largely unsupervised in a dynamic work environment where priorities may be constantly shifting. Within the context of the General Manager and Division requirements, the incumbent will be responsible for ensuring all relevant matters are brought to the General Manager's attention in a timely manner to enable deadlines to be met. The position will be the contact point for the General Manager and the incumbent will be expected to find solutions to routine issues arising within the department.
- The position will require self-motivation in respect to prioritising and undertaking administration and support functions, particularly in respect to meeting statutory and report deadlines and the maintenance of records.

Judgement and Decision Making

- Sound judgement is required in the provision of customer service and the recognition of when to seek professional officer assistance in customer enquiries.
- Routine decisions will be required to be made in respect to general day-to-day matters in the absence of the General Manager and sound judgement will be required in the drafting of routine correspondence responses and reports for the General Manager within guidelines provided.
- Guidance and advice is available to enable timely decisions to be made.

Specialist Skills and Knowledge

- Excellent computer and keyboard skills.
- Strong knowledge and understanding of business administrative processes and systems.
- Sound report development and documentation skills.
- Sound research skills.
- Meticulous record keeping skills.
- Political awareness.

Skills

- Ability to effectively plan, organise and manage own time to achieve targets.
- Ability to work with minimal supervision.
- Well-developed workload, project and organisation planning skills.
- Ability to use initiative in all aspects of the operations of this position.

Interpersonal Skills

- Excellent communication skills, both written and oral.
- Strong customer service skills.
- Ability to gain co-operation from customers and staff.
- Ability to resolve routine problems both internally and externally.
- Ability to communicate effectively in writing, draft correspondence and respond to customer enquiries regarding Council policies, procedures and programs relating to position.

Qualifications and Experience

- A Certificate IV in Business Administration or an equivalent qualification would be an advantage.
- Extensive experience in administration and systems support.



PART B

Classification Criteria

- Administrative and word processing experience is essential, including well developed computer skills.
- Current Drivers Licence.

Special Characteristics

Availability for out of hour's meetings and to work beyond normal work hours to meet deadlines from time to time.

PART C

Standard Organisational Responsibilities

Customer Service

- Promote and enforce Council's policy of excellence in customer service.
- Provide appropriate customer services to our customers in a prompt and engaging manner via social media or web updates.
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other.

Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace.
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice.
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice.
- Ensure Council's Risk Management Policy and Procedures are observed and complied with.
- Enforce Council's OH&S and Risk procedures with contractors and consultants.

Human Resources

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise and participate in corporate training.
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

Information Management

- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards.
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into Council's records management system.
- Understand records management obligations and responsibilities.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.



PART C

Standard Organisational Responsibilities

Organisational Development and Business Improvement

- Promote Council Values and participate in ongoing business improvement initiatives to continuously improve Council's systems and processes.
- Actively contribute ideas and suggestions which promotes a culture of innovative thinking.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the Employee Alignment and Engagement Survey as requested.
- Comply with the Colac Otway Shire Customer Performance Standards.

Emergency Management / Business Continuity

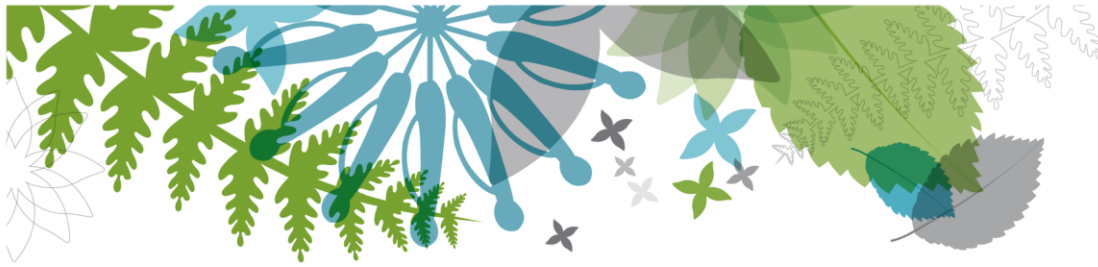
- As part of the duties associated with this position, the incumbent may be requested to assist Colac Otway Shire Council in responding to a crisis situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.
- This may involve temporarily working in a different work location within the Shire undertaking different tasks. Priorities of Council will shift during a crisis event, and as such, Officers may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in their Position Descriptions.
- Staff will not be seconded into roles that are beyond their existing skill sets.

Child Safety

- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures.
- Promote the cultural safety, participation and empowerment of children including Aboriginal, culturally and/or linguistically diverse children, and children with a disability.
- Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.

Key Selection Criteria

- A demonstrated ability to provide efficient and effective administrative support across a multi-disciplinary team, with the ability to manage a dynamic workload with competing priorities and operate effectively under pressure.
- Strong knowledge, understanding and experience in business administrative processes and systems.
- High level of computer literacy (MS Word, Outlook, Excel, PowerPoint, etc.) and high attention to detail with meticulous record keeping skills.
- Extensive experience working independently and as part of a team while maintaining strong organisational cultural awareness.
- Excellent customer service skills, across all methods of communication.
- Sound report development and documentation skills.
- Outstanding interpersonal skills (communication and relationship building) with an ability to engage with a diverse range of people.
- Demonstrated ability to exercise sound judgement, maintain strict confidentiality and handle sensitive personal, organisational and commercial information with professionalism, discretion and integrity.



Employee and Employer Agreement

We agree that the above is an accurate reflection of the duties and responsibilities of the position.

Employee Name:

Employee

Signature & Date:

Direct Supervisor Name:

Direct Supervisor

Signature & Date: