

## CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

<b>POSITION TITLE:</b> Economic Development Support Officer	<b>DIRECTORATE:</b> Office of the CEO	<b>DATE:</b> October 2019
<b>REPORTS TO:</b> Manager Advocacy & Economic Development	<b>SERVICE UNIT:</b> Advocacy & Economic Development	<b>LEVEL:</b> 5
<b>POSITION NUMBER:</b> 3008	<b>SUB UNIT:</b>	<b>ROLE FOCUS:</b> Service
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 10/10/80	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Chief Executive Officer (CEO)** provides overall leadership to the senior management team and oversees the strategic planning, policy and program development across all aspects of the City of Wanneroo's operations. The CEO is responsible for the system we work within, the support we provide to our elected Council and the implementation of Council decisions. As a directorate, the **Office of the CEO** encompasses corporate governance, legal advice, advocacy and economic development.

### POSITION CONTEXT

Under regular supervision of the Manager Advocacy & Economic Development, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, involving the performance of non-repetitive activities governed by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; vendors and suppliers; members of the public; and City Leaders and employees.

This role may work outside of normal business hours to support the delivery of service unit activities.

A challenging aspect of the role is maintaining effective and responsive support and communication within a dynamic environment that includes changing and competing priorities with tight timeframes.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

## FUNCTIONAL ACCOUNTABILITY

Supports the delivery of advocacy and economic development programs and initiatives through provision of administration and project support to enable the growth and development of businesses and industry within the City.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

## KEY ACCOUNTABILITIES

### KEY RESULTS AREAS    OUTCOMES

Collaboration & Teamwork	<ul style="list-style-type: none"><li>• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.</li><li>• Thinks critically and actively collaborates with colleagues and Leaders.</li><li>• Contributes to the development of business improvement initiatives.</li></ul>
Customers & Stakeholders	<ul style="list-style-type: none"><li>• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.</li><li>• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.</li></ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"><li>• Supports delivery of business development initiatives, including events, training and networking opportunities that enable achievement of the Strategic Community Plan, in accordance with policies, processes and procedures.</li><li>• Provides accurate and timely administrative support services, including but not limited to checking, receipting and processing various documents, diary management, routine correspondence, travel arrangements, meeting and project support, creating, compiling and distributing documents as well as the collation of data, to assist the smooth operation of the Service Unit.</li><li>• Coordinates the Service Unit's Customer Request Management systems, with a particular focus on requests from Elected Member, ensuring accurate and high quality responses in accordance with agreed timescales.</li><li>• Assists with research, analysis and review of economic and business development issues that informs decision making.</li><li>• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li><li>• Proposes innovation and business improvement initiatives within area of accountability activity.</li></ul>
Systems & Processes	<ul style="list-style-type: none"><li>• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.</li><li>• Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.</li><li>• Contributes to the development of processes and procedures that support the work of the Service Unit.</li></ul>
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none"><li>• Completes routine financial transactions and purchasing in a timely manner and to a required standard to meet operational requirements.</li><li>• Monitors budgets and prepare financial reports under guidance of Leader.</li><li>• Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.</li><li>• Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.</li><li>• Demonstrates high and proactive concern for health, safety, environment,</li></ul>

community and the City's reputation.

**CAPABILITIES REQUIRED**

**Qualifications, Requirements and Experience:**

- Qualification in relevant discipline such as Business Administration or relevant experience.
- Relevant experience in a similar role is required.
- Intermediate experience in administrative and financial processes.
- Intermediate experience in the efficient utilisation of information systems and technology.

**Skills and Knowledge:**

- Intermediate computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Foundational research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

**Key Stakeholder Relationships:**

- Support the Manager Advocacy & Economic Development and team to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

**Role Authorities:**

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

**VERIFICATION**

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader Name**

Steve Marmion  
Signature

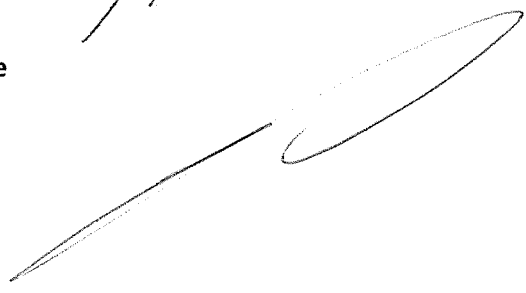


Date

21 October 2019

**Next Up Leader Name**

Daniel Simms  
Signature



Date

22.10.19

