

POSITION DESCRIPTION

POSITION TITLE:	Organisational Development Support Officer
POSITION NUMBER:	10531
AWARD:	Local Government Officers Award
CERTIFIED AGREEMENT:	Current Central Highlands Regional Council Enterprise Bargaining Agreement
AWARD CLASSIFICATION:	1-2
REPORTS TO:	Coordinator HR & Payroll
REPORTING DEPARTMENT:	Corporate Services

POSITION OBJECTIVE

The primary objective of the Organisational Development Support Officer is to provide administrative and office support to the Organisational Development team, ensuring documentation is accurate and compliant, and enquiries are handled appropriately.

KEY RESPONSIBILITIES

- 1. Administration.** Provide comprehensive, accurate and timely administrative support, ensuring confidentiality is maintained. Contributing to the research and compilation of documents, reports and submissions.
- 2. Enquiry Management.** Liaise with internal and external customers, ensuring queries are escalated appropriately, resolved in a timely fashion and customer expectations are managed.
- 3. Data Integrity.** Ensure records are accurate and filed appropriately.

Additionally you may be required to conduct other duties as lawfully directed by the Manager.

POSITION SPECIFIC REQUIREMENTS

Mandatory:

- Competent on a wide range of Microsoft programs.
- Demonstrated experience working in a confidential environment.
- Current C class open drivers licence

Desirable:

- Prior knowledge of Local Government administrative systems and processes
- Previous Human Resource and Training experience.

CORE COMPETENCIES

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	1
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	1
Initiative and Innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	1
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	1
Team Work	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the CHRC team.	1
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of CHRC; acting as a role model and promoting the values to others.	1
Customer Service	Aligning your behaviour with the CHRC Customer Service Charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	1
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with CHRC policy and procedure.	1

This position description is a true reflection of the current requirements of the role. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.

I have read, understood and accepted the responsibilities as outlined in this position description.

Signature: _____

Date: _____