

Goulburn Broken CMA

Office Support Coordinator



December 2014

1.0 POSITION DETAILS

TITLE:	Office Support Coordinator
TIME FRACTION:	Full time (38 hours per week)
CLASSIFICATION:	Band 6/7
TENURE:	2 year contract
REPORTS TO:	Corporate Program Manager
OFFICE LOCATION:	Shepparton
FURTHER INFORMATION:	Kate Pendergast, HR Manager 58 227700

2.0 POSITION OBJECTIVE

The position of Office Support Coordinator is responsible for the effective and efficient delivery of a range of business support, reception and customer service services as required within the Shepparton office. The position also takes a lead role in the development and implementation of customer service and administrative standards projects which are applicable to all business support staff outside of the Shepparton office. The position is a key middle manager responsible for setting the standard for front line customer service and will often be the first point of contact with the GB CMA when dealing with the public, suppliers, and visitors to the GB CMA. As such a key requirement of the role is to have a 'can do' approach to the delivery of a range of business support and broader customer service and reception support duties. The position must have an attention to detail and efficiency in the handling of requests and actions from the many internal and external customers, organisations and staff interacting with the position. The position will be expected to develop and implement best practice processes for achieving reception and customer service but also broader administrative standards. The position will work closely with the ICT team to refine and improve document management practices.

3.0 POSITION CONTEXT

Business Perspective

The Goulburn Broken Catchment covers 11% of Victoria and houses some 200,000 people. Of the total 2.4 million hectares of catchment, approximately 250,000 hectares is irrigated and a third of the catchment is public land. There are about 12,000 farmers throughout the region, which includes the municipalities and shires of Moira, Strathbogie, Campaspe, Greater Shepparton, Mitchell, Benalla, Mansfield and Murrindindi. The Goulburn Broken Catchment Management Authority (GB CMA) is established under the CaLP Act 1994 and, through its Regional Catchment Strategy, is focused on promoting sustainable development and the protection of land and water resources by implementing sound management practices on private and public land. The Authority performs these roles in partnership with others including the two GB CMA Implementation Committees, the Department of Primary Industries, the Department of Sustainability and Environment, Goulburn-Murray Water, Goulburn Valley Water, Non Government Organisations, Municipal Councils, Landcare Groups and the wider community.

At present the GB CMA has statutory functions including waterway management, floodplain management and regional drainage functions. In partnership with the State Government and the community, the GB CMA is responsible for the implementation of the Regional Catchment Strategy, its monitoring and reporting.

The GB CMA offers a leadership role for the large number of existing organisations and boards that are working towards common sustainability and development targets. The GB CMA's priorities are to strengthen the links between these groups, be action orientated and maintain and develop community involvement in resource management of the whole catchment.

Strategic Directions

In 2013, the Goulburn Broken CMA launched its renewed Regional Catchment Strategy (RCS) 2013-2019. Working with many stakeholders and the Catchment community, the RCS sets the priorities and targets for directing the Catchment's resources over the next six years towards achieving environmental, social and economic benefits.

The Goulburn Broken RCS and its implementation is underpinned by the resilience approach and social-ecological systems. The resilience approach to catchment management focuses on the connections between people and nature, how these connections change, and what can be done to achieve desired, balanced goals for resilience. Consistent systems of people and nature are called social-ecological systems (SES'), which include elements such as land form, vegetation types, land uses, and social structure and dynamics. SES' exist at a range of connected scales, from individual site to the whole of-Catchment.

The primary focus for the Goulburn Broken CMA over the five years commencing from 2013-14 will be the implementation of the Goulburn Broken RCS against the strategic objectives which are:

- To embed the resilience approach
- To strengthen partnerships
- To adapt to land-use changes
- To adapt to water policy reform

- To adapt to climate variability
- To adapt to increased farm production.

Organisational Environment

The GB CMA operates across 3 office locations, has a team of senior managers reporting to the CEO and is accountable to a Board. The Corporate Program Manager position is directly responsible for total accounting and revenue generation, including receipt, control, expenditure and reporting of program funding; communications and marketing; contract outsourcing; ICT; facilities management; human resources; payroll, clerical and customer service staff. The position holder has revenue, budgetary, policy and procedural advice and accountabilities. Annual revenue is in the range of \$30M-\$50M.

Position Perspective

The role of Office Support Coordinator is a varied position often responding to conflicting support needs of the Shepparton office and broader organisation. It is the go to role for a range of support needs and as such requires excellent multitasking skills and the ability to develop and implement work plans for the reception/customer service role and the office support. The position is required to provide a middle management perspective to Office Support identifying and then implementing initiatives and projects to improve the efficiency and effectiveness of the administrative support through document management, identification of skill levels for administrative support staff, process improvement etc. The position is also a key driver of office events which support the team work and culture of the Shepparton office. The position organises events such as lunches, morning teas office celebrations etc.

4.0 OUR VISION & PURPOSE

Vision:

Healthy, resilient and increasingly productive landscapes supporting vibrant communities.

Purpose:

Through its leadership and partnerships the Goulburn Broken CMA will improve the resilience of the Catchment's people, land, biodiversity and water resources in a rapidly changing environment.

5.0 OUR VALUES & BEHAVIOURS

Environmental Sustainability

We will passionately contribute to improving the environmental health of our catchment.

Safety

We vigorously protect and look out for the safety and wellbeing of ourselves, our colleagues and our workers.

Partnerships

We focus on teamwork and collaboration across our organisation to develop strategic alliances with partners and the regional community.

Leadership

We have the courage to lead change and accept the responsibility to inspire and deliver positive change.

Respect

We embrace diversity and treat everyone with fairness, respect, openness and honesty.

Achievement, Excellence and Accountability

We do what we say we will do, we do it well and we take responsibility and accountability for our actions.

Continuous learning, innovation and improvement

We are an evidence and science-based organisation and we test and challenge the status quo. We learn from our successes and failures and we are continually adapting using internal and external feedback from stakeholders and the environment. We are an agile, flexible and responsive organisation.

6.0 KEY RESPONSIBILITY AREAS

Key Responsibility Area		Key Activities	
6.1	Manage staff including monitoring and managing work priorities to deliver effective and efficient administrative services and workflows within the Shepparton office.	6.1.1	Ensure that the reception staff have an appropriate work program and review ongoing performance
		6.1.2	Supervise and where required provide advice and guidance to reception staff
		6.1.3	Identify administrative support staffing needs and work requirements and discuss with relevant managers and HR to ensure appropriate resourcing, which may include coordinating temporary staff.
6.2	Supervise and where required undertake Reception and Customer Service Duties	6.2.1	Ensure the GB CMA provides a customer focussed 'can do' front of house service including overseeing processes, standards and staffing.
		6.2.2	Undertake all reception and document duties specifically to cover periods of leave and or excess work demands.
		6.2.3	Handle customer enquiries ensuring they are dealt with promptly, ensuring a high standard of customer service and that all enquiries are resolved to the satisfaction of the customer and the relevant manager.
		6.2.5	Ensure mail and message distribution is managed accurately and efficiently.
		6.2.6	Provide support to floodplain program in regards to applications that are received through reception and entered onto the applicable database
6.3	Establish and continuously improve office systems and processes that are efficient, meet policy and other standards and facilitate the delivery of quality services to internal and external customers.	6.3.1	Identify and implement improvements to the delivery of the Office Support functions.
		6.3.2	Seek feedback and implement improvements as required to the reception and records management services
		6.3.3	Develop and implement as required appropriate office administrative procedures and systems
		6.3.4	Advise and where required train staff in the required administrative procedures and systems
		6.3.5	Ensure OHS best practice is considered and built into office functions, systems and processes.
6.4	Oversee and undertake document and record management activities and improvement projects	6.4.1	Lead (in conjunction with ICT) processes and systems for hard copy and electronic record management systems
		6.4.2	Ensure staff are trained in document management requirements and processes
		6.4.3	Ensure records are able to be readily retrieved
6.5	Provide a range of administrative and business support duties	6.5.1	Undertake general administrative support tasks including photocopying, word processing, preparation of correspondence, meeting papers, flyers, reports, presentations etc.
		6.5.2	Support a range of other office functions to ensure the organisation runs smoothly and meets all work requirements and tight timelines
6.6	Manage procurement of all office supplies of stationery, equipment and furniture purchases, storage and management of all stationery and resources essential for the operation of the Office	6.6.1	Liaise with suppliers
		6.6.2	Prepare specifications and orders for quotes from suppliers
		6.6.3	Ensure all purchases are consistent with relevant guidelines and procedures
		6.6.4	Ensure all purchases meet OH&S and Environmental objectives
		6.6.5	Adhere to budgets as required
		6.6.6	Manage any installation of equipment, office alterations etc as required

6.5 Oversee and organise meeting rooms, events, functions & catering	6.5.1 Manage processes for the booking of meeting rooms or off site venues ensuring room set up is appropriate 6.5.2 Organise catering suppliers and processes 6.5.3 Monitor budgets for events, catering etc. as required 6.5.4 Ensure OHS responsibilities are adhered to for meeting room bookings and usage
6.6 Coordinate all office workstations and the facilitation of space utilization for the Shepparton office.	6.6.1 Liaise with HR to understand staffing requirements. 6.6.2 Liaise with IT to ensure appropriate IT and phone services to workstations. 6.6.3 Perform relevant office inductions to workstations and office 6.6.5 Coordinate any works or maintenance requirements to office and workstations
6.7 Participate In a range of projects to improve the operations of the office support and reception function	6.7.1 Lead and/or actively drive a range of administrative support projects which improve the reception/customer service functions and operations of the Shepparton office or broader administrative functions

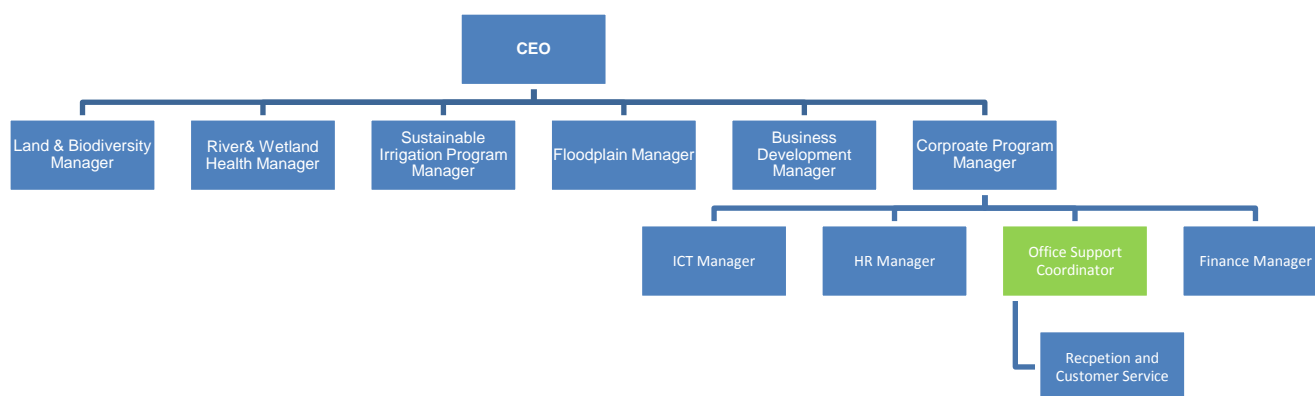
7.0 KEY PERFORMANCE INDICATORS

The position incumbent will be required to meet performance expectations.

The performance review process will take into account:

- The role detailed in this document.
- Broader Corporate Program objectives and key performance indicators

8.0 ORGANISATIONAL RELATIONSHIPS



Reports to:

Corporate Program Manager

Directly manages:

Reception and Customer Service Officer

Internal liaisons:

Senior Managers
GB CMA Staff
Administrative Support

External liaisons:

Local Government
Partner Orgs
Consultants
Stakeholders/Landholders
Government Departments/Agencies
Community

9.0 SELECTION CRITERIA

9.1	Knowledge & Experience	Superior organisational and office management skills combined with an appropriate level of understanding of records management systems.
9.2	Multitasking to achieve required objectives within time frames	Ability to work to objectives, maintain a number of projects simultaneously and prioritise competing work demands within a dynamic office environment.
9.3	Project Management	Demonstrated ability to be able to manage small scale projects to completion utilising appropriate project planning, implementation, follow-up and problem resolution skills.
9.4	Preparation of reports and documentation and verbal communication	Demonstrated high level of written and oral communication skills including ability to prepare clear and concise project plans, meeting minutes and reports as required for a range of audiences.
9.5	Ability to be self-directed and to work effectively with others	Proven ability to work as part of a team, to meet tight deadlines and be flexible in assigning priorities.
9.6	Staff Management	Proven ability to provide day to day management to staff including direct reports, trainees, labour hire and staff who are supporting projects where the position is the project manager. Demonstrated ability to mentor, coach and develop staff skills
9.6	Computer Skills	Ability to use office-related computer software and reporting databases to the highest level of capability and efficiency.

10.0 OTHER RELEVANT INFORMATION

- 10.1 The successful applicant will be engaged pursuant to Goulburn Broken Catchment Management Authority Enterprise Agreement.
- 10.2 The incumbent will be required to hold a current Victorian drivers licence.
- 10.3 The incumbent may be required to attend a medical examination.
- 10.4 Whilst in the employ of the Authority an officer shall not engage or undertake to carry out for a fee, reward or payment any private contracting work unless with written permission of the Chief Executive Officer and /or Authority as applicable.

11.0 OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITY

The Office Support Coordinator incumbent must adhere to all OH&S obligations as per the GBCMA OH&S Policy and Procedures.

12.0 FACTORS AFFECTING HEALTH AND SAFETY

GB CMA is committed to protecting the health, safety and wellbeing of its employees. To achieve this GBCMA strives to ensure that employees are not required or permitted to undertake work for which they are not suited, and to take appropriate measures to allow work to be done in a manner which will not put any person at risk related to their health and safety. The following information is provided to identify health and safety issues specific to this role.

- Activities associated with office work, including sedentary desk work
- Meet short and/or urgent deadlines
- Demands associated with preparing and managing interpersonal activities with rural communities, agribusiness personnel and staff
- Resolving disputes through negotiation or mediation with individuals or groups
- Lengthy periods of work with a computer screen

13.0 FINANCIAL DELEGATION

The position has a financial delegation of \$10,000 subject to GOV002 – Financial Delegations Policy

14.0 POSITION CATEGORY & VEHICLE ALLOCATION

In accordance with HRM 047 – Vehicle Allocation Procedure the position is a Category 3 position but has limited vehicle requirement. A pool car will be provided for all business usage.

15.0 SALARY

The salary will be at the Band 6/7 salary point currently \$60,254 – 74,347 per annum. The salary will be based on relevant experience and qualifications for the position. Where the applicant is appointed at the higher banding they will be expected to operate at a higher level with a range of project management initiatives. An additional 9.5% superannuation is payable. A mobile phone for business usage will be provided to the incumbent.

16.0 PRIVACY

The GB CMA collects personal information in accordance with the Victorian Information Privacy Act 2000. Information provided by you in support of your application will only be used in consideration of this vacancy. To protect your privacy all documentation provided by you will be destroyed at the conclusion of the recruitment process.

17.0 APPLICATIONS

An application addressing the Key Selection Criteria is to be lodged by 5pm, Thursday 18th December 2014. All applications should be sent electronically to reception@gbcma.vic.gov.au. All applications received will be acknowledged by return email and applications not successful in gaining an interview will be advised by email at the conclusion of the selection process.

The Goulburn Broken Catchment Management Authority is an Equal Employment Opportunity employer and provides a smoke free work environment.

The Goulburn Broken Catchment Management Authority promotes Work & Lifestyle Friendly options wherever possible.