

EAST GIPPSLAND CATCHMENT MANAGEMENT AUTHORITY POSITION DESCRIPTION

POSITION: Quality and Performance Officer

REPORTS TO: Quality and Performance Manager

POSITION OBJECTIVES

The purpose of this position is to support the Quality and Performance Manager to provide a range of governance and administrative services to the East Gippsland Catchment Management Authority (the Authority).

The duties of the position include:

- Provision of governance and administrative services to the Board and senior management.
- Provision of a range of administrative processes that support the timely and accurate functions of the Authority including Human Resources administration.
- Maintenance and administration of the Authority's records management system.
- Administration and maintenance of the currency of the quality system including Authority plans, policies and procedures.
- Project support.

KEY RESPONSIBILITIES

Board and committees including the Gippsland Lakes Coordinating Committee and Gunaikurnai Traditional Owner Land Management Board (GKTOLMB).

- Administration of Board and committee meetings papers preparation and distribution, including agenda and all supporting documentation, venue, catering, minutes and action lists.
- Maintain a system of Board and committee records; minute files, attendance records, register of interests, pecuniary interests and remuneration.
- Maintain a timetable of corporate actions required during the year.
- Coordinate events for Board and committees as required including; speakers, catering, attendees etc.
- Arrange accommodation for Board and sub-committee members, invited guests and attendees as required.
- Administer Board and committee correspondence as required.

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Administrative Functions of the Authority

- Ensure consistency and efficiency within Authority operations via the development and implementation of administrative processes.
- Ensure the Authority is contactable at all times through the telephone and general email system.
- Provide front of house reception duties including telephone and email response.
- Assist with the preparation, production and publication of the Authority's Annual Report and Corporate Plan in accordance with Ministerial and DELWP guidelines.
- Provide project support including research, development and testing for key organisation wide projects.

Records Management

- Administer and maintain a sound and effective records management system for the Authority, including:
 - Authority files – current and archival records
 - Authority's internal library system
 - Digitise and distribute incoming and outgoing mail via SharePoint
- Manage documentation and review of incoming and outgoing correspondence.
- Provide System Administrator support to the Information Management Coordinator.

Human Resources support

- Provide support to the Quality and Performance Manager in the Human Resources function of the Authority.
- Administer staff induction and termination processes.
- Create and maintain employee files within the Authority's filing system.

Policy and Procedures Development and Maintenance

- Administer Board policies and Authority procedures for management approval in accordance with legislative requirements and/or Authority needs.
- Ensure Board policies are put forward for review and renewal at the planned time frame.

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Other Business Support

- Participate in and provide administrative support to management committees where required.
- Maintenance of the Contracts Register.
- Provision of support to fulfil Freedom of Information requests.

Direct reports

- Supervise Casual Staff as required.

INTER-PERSONAL SKILLS

- The ability to effectively communicate with Board and committee members, senior management and staff at all levels.
- The ability to gain co-operation and assistance from service providers, members of the public and other employees, in the administration of broadly defined activities.
- Demonstrated ability to liaise with counterparts in other organisations and ensure excellent external working relationships.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound knowledge of Board and committee governance in a government agency setting.
- Proven oral and written communication skills.
- Proven experience with meeting conduct and record keeping.
- Proven time management and prioritisation skills and the ability to work autonomously when required.
- Proven ability to plan and schedule events and meetings independently and without supervision.
- Demonstrated knowledge and skills in the use of computer applications including the MS Office suite of programs.
- Experience in training staff in office administrative functions.
- Knowledge and experience in Public Records of Victoria (PROV) guidelines and regulations and the *Privacy Act 2004* for general administrative records management.

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JUDGEMENT AND DECISION MAKING

- Objectives are clearly defined through PD and work planning.
- Decisions requiring legislative interpretation and knowledge are made in conjunction with the senior managers.
- The incumbent will be encouraged to make appropriate decisions and interpret information as required. However guidance and advice is always available if a difficult or unusual problem is encountered.

QUALIFICATIONS AND EXPERIENCE

- A qualification and/or suitable experience in governance and administration is required.
- Exposure to Public Sector Agency Governance requirements.
- Demonstrated experience in servicing a Board and committees.
- Proven experience in maintaining and working within the guidelines of PROV for general administrative records management.

ORGANISATIONAL RELATIONSHIPS

INTERNAL LIAISON

- Position will require liaison with all functions within the Authority:
 - Board and committee members
 - Senior Management
 - Staff
 - Hosted organisations.

EXTERNAL LIAISON

- Other CMA's
- State and Federal Government Departments and Agencies
- Local Government
- Community Groups
- Media
- Suppliers
- Auditors
- Members of the public
- Training organisations.

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VALUES

- The Authority adopts the values of the Victorian Public Services Commission to guide our behaviours and decision making. All staff have an important role to play in upholding the values and culture of the organisation.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

AREAS OF ACCOUNTABILITY

Staffing

- No. of staff reporting directly: 0

SCALE OF OPERATIONS

Budget

- Nil.

EXTENT OF AUTHORITY

Financial delegations

- As per the Authority's Instrument of Financial Delegations

KEY SELECTION CRITERIA

- Proven knowledge, skills and experience in supporting a Board of management and / or over three years-experience in a senior administrative role.
- Strong written and oral communication skills.
- Proven experience and competence in meeting conduct and record keeping.
- Proven experience working in governance, administration and/or human resources.
- Proven time management and prioritisation skills and the ability to work autonomously when required.
- Ability to liaise with the public and external organisations building and maintaining excellent working relationships.
- Proven ability to effectively communicate and deal with staff and management at all levels.

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Responsibilities Statement

The Responsibilities Statement is to ensure that all personnel are aware of their responsibilities to Occupational Health and Safety and the environment whilst at East Gippsland Catchment Management Authority.

Responsibilities of Management:

The Board of the East Gippsland Catchment Management Authority is responsible for providing an environment in which the level of risk of injury or disease is as low as possible. The Chief Executive Officer and management team will set policies and give direction for the effective management of Occupational Health and Safety within East Gippsland Catchment Management Authority and the broader community. It will allocate resources to reduce risk and provide a framework to enable all personnel to actively participate in controlling hazards. The Chief Executive Officer has overall responsibility for OH&S management.

Managers:

Managers, aside from their own personal responsibilities to OH&S at East Gippsland Catchment Management Authority will play a significant role in the approval and review of OH&S at an organisation wide level.

This will include:

1. Reviewing East Gippsland Catchment Management Authority's overall OH&S performance.
2. Reviewing serious accidents/incidents at East Gippsland Catchment Management Authority.
3. Ensuring East Gippsland Catchment Management Authority's compliance to the relevant OH&S legislation.
4. Facilitating the return to work of injured personnel in their area.
5. Being an active member of the OH&S Committee when required/requested.
6. The Chief Executive Officer will notify Worksafe were applicable of hearing tests or direct the audiometric company to do so.

This will be achieved by preparing reports and allocating the appropriate resources.

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Supervisors:

Supervisor responsibilities relate to the development, implementation and monitoring of OH&S and rehabilitation programs, and to the provision of training all levels of personnel in the principals of OH&S. Supervisors will provide their personnel with the direct leadership and supervision they require.

This will include:

1. Ensuring that appropriate action is taken at East Gippsland Catchment Management Authority to implement the OH&S policy, procedures and legislative requirements.
2. Monitoring the OH&S performance within their area of responsibility.
3. Showing commitment to OH&S at East Gippsland Catchment Management Authority through participation in formal and informal discussions, OH&S training, return to work programs, hazard inspections, etc.
4. Reviewing/investigating all accidents/incidents in their area and if necessary preparing reports.
5. Reviewing any relevant OH&S related report.
6. Being an active member of the OH&S Committee where required.
7. Ensuring that personnel are consulted notified and supplied with all relevant OH&S information and changes.
8. Initiating actions to improve OH&S at East Gippsland Catchment Management Authority's.
9. Reviewing the OH&S performance of personnel.
10. Actively monitoring their area to identify hazards and then taking appropriate action to eliminate/control the hazards.
11. Ensuring all East Gippsland Catchment Management Authority personnel are inducted and receive appropriate training and equipment as needed to perform their jobs safely.
12. Supporting rehabilitation of injured workers.
13. Ensure personnel under their control follow established work instructions and work procedures.
14. Ensure contractors and site visitors in their area of responsibility observe the Company safety procedures and use the appropriate personal protective equipment.
15. Oversee the provision of First Aid facilities and ensure qualified First Aid personnel are available when required.

This will be achieved by preparing reports, consultation with management and personnel, inspecting work areas, sighting personnel at work and listing alternative duties.

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East Gippsland Catchment Management Authority Personnel:

East Gippsland Catchment Management Authority personnel's responsibilities involve co-operation with management to ensure that all OH&S policies, procedures and legislation's are followed and that any injured workers returning to work are welcomed and supported.

Specific responsibilities of employees will include:

1. Following safe work procedures at all times to prevent injury to themselves or others.
2. Reporting any accidents/incidents/hazards to their supervisor immediately.
3. Supporting East Gippsland Catchment Management Authority OH&S Management system.
4. Actively participate in any return to work programs.
5. Actively participate in any training required to improve skills and knowledge.
6. Working with due care and consideration to safeguard their own health and safety and the health and safety of others.
7. Comply with all safe work practices and procedures set in place by Management.
8. Use equipment that is issued for personal protection and ensure that it is maintained in proper order.
9. Co-operate with any rehabilitation program that is arranged to assist recovery from injury for themselves or fellow workers.

This will be achieved by participating in the training provided safety meetings and by reading the Safety Notices and Safety Committee Minutes.

Contractors:

East Gippsland Catchment Management Authority will ensure all contractors receive written copies of all relevant OH&S information before commencing work. Contractors are expected to take on the same responsibilities as East Gippsland Catchment Management Authority personnel when working on East Gippsland Catchment Management Authority property/operations.