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| POSITION TITLE | Communications & Support Officer |
| DEPARTMENT | Office of the CEO |
| GROUP | Executive Support |
| LOCATION | Mareeba |
| CLASSIFICATION / LEVEL | LGOA Level 3 |
| REPORTS TO | Chief Executive Officer |

Department Summary

The Office of the CEO is responsible for providing the strategic leadership of Council by working with the Mayor, elected Councillors and the Executive Management Team (EMT) to establish, implement and oversee the long-term goals, strategies, plans and policies of Council.

Group functions include:

- Executive, Mayoral and Councillor Support
- Corporate Communication and Events

Position Summary

Working closely with the CEO and Mayor, the Communications & Support Officer is responsible for the positive positioning and ongoing management of Council's image and reputation. This position will also establish and implement high-quality communication strategies between Council Executive and the community to encourage community participation in the Local Government process.

Key Responsibilities

- Provide accurate and timely advice and support to the Mayor, Councillors and CEO in relation to external communication and the media
- Monitor the Mayor's appointments, calendar and phone calls
- Prepare information requirements and briefing notes on behalf of the Mayor for meetings, appointments and presentations
- Prepare all research, speech notes and scripts as required for the Mayor and/or Councillors
- Assist the Corporate Communications Officer in the implementation of the communications plan and media and digital engagement processes
- Identify opportunities for proactive and positive media coverage and maintain and effectively liaise with a network of external media communication contacts to ensure a positive image of Council is portrayed to the wider community
- Assist the Corporate Communications Officer in the preparation and distribution of media statements to effectively communicate issues and Council decisions to the media
- Administrate Council's website and social media platforms, as delegated, in consultation with the Corporate Communications Officer and other nominated administrators, ensuring compliance with Council policy and timely reporting and resolution of issues negatively impacting Council's reputation or operations
- Act as Media Liaison Officer for the Local Disaster Management Group
- Assist in the coordination, preparation and delivery of Council-sponsored functions, ceremonies

- and civic events
- Be willing to occasionally work outside normal business hours and on public holidays for special events or incidents
- Assist the Senior Executive Support Officer in the execution of required duties including Disaster Management support
- Other reasonable duties as directed from time to time

Skills and Knowledge

- Ability to prepare accurate media releases in a clear, concise style and at speed
- High-level written and verbal communication skills with the ability to relate well to the public, elected members, management and staff
- Effective time management, organisation and research skills
- Working knowledge of the implementation of social marketing and public consultation activities
- Good working knowledge of media, journalism and public relations disciplines and the ability to establish and maintain media contacts and networks
- Working knowledge of the three tiers of government in Australia

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Strong writing, editing and stakeholder-liaison skills
- Ability to develop and implement internal and external communications plans
- Capacity to plan and schedule differing work demands in order to meet multiple priorities, tasks and deadlines in a high-pressure environment
- Ability to communicate with a wide range of people such as staff, elected representatives (Councillors and MPs), journalists, designers and external suppliers
- Experience with the Microsoft Office Suite and basic experience working with online content management systems

Desirable

- Demonstrated understanding of strategic social media in a professional context
- Experience in and an understanding of a Local Government environment

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with Council's Safety Management System – SAFE PLAN - and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

Employees may be required, at Council's discretion, to undertake First Aid Officer, Fire Warden and other Workplace Health and Safety related functions and roles in accordance with their WHS responsibilities as outlined in the Statement attached in Schedule 3. When employees are required to perform these functions and roles, Council will provide relevant training.

SCHEDULE S3

WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, the Council WHS Management System (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring you keep up to date and comply with WHS legislation and SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox talks, team discussions or specific training organised by Council
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Support safety in the workplace by undertaking First Aid Officer, Fire Warden and other WHS related functions in your workplace
11. Working in a manner that will not endanger you, other employees or the public
12. Cooperate with any reasonable instruction given by Council officers
13. Report any safety concerns to your supervisor
14. Ensuring compliance with National Heavy Vehicle legislative requirements relevant to this position.

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| I have read and understand the above position description and WHS Responsibility Statement S3 | | | | | |
| INCUMBENT NAME | | SIGNATURE | | DATE | |
| SUPERVISOR NAME | | SIGNATURE | | DATE | |

Last Review Date: 5 September 2024