

POSITION TITLE	Governance Officer
DEPARTMENT	Corporate & Community Services
GROUP	Information Systems & Governance
LOCATION	Mareeba
CLASSIFICATION / LEVEL	LGOA Level 3
REPORTS TO	Coordinator Governance & Compliance

Department Summary

The Corporate & Community Services Department ensures an integrated approach to the delivery of internal organisational services and the provision of external services of Council to the community.

Department business units include:

- Finance
- Customer & Community Services
- Human Resources
- Information Systems & Governance
- Planning & Building Services

Position Summary

The Governance Officer administers governance and compliance services with a focus on land and leasing matters including native title and cultural heritage. The position provides administration, advice and support to the Coordinator Governance and Compliance.

Key Responsibilities

- Administer Council's land and lease portfolio including commercial leasing, community tenure, land sales, general land tenure matter, native title and cultural heritage claims and Indigenous Land Use Agreements and associated enquiries
- Maintain Council's Delegations and Appointed Persons Register and respond to delegations enquiries
- Maintain Council's policy library database
- Assist with the administration of Council's complaints handling processes and ensure all complaints are dealt with in a timely manner
- Undertake general administrative tasks and other special projects as directed including the preparation of complex, sensitive material as well as Council reports, policies, procedures and publications, ensuring timelines, quality control and Council and legislative requirements are met
- Ensure a timely response to customer requests by monitoring the Customer Request Management (CRM) system for Governance & Compliance and all workflow systems, providing an initial acknowledgement response and reporting on progress and required actions to professional officers and the manager
- Prepare information requirements for meetings, appointments, presentations etc. and follow up inwards and outwards requests for information, outstanding reports and correspondence
- Develop, implement, monitor and review administrative systems and procedures to provide effective information management and reporting and to achieve statutory compliance
- Assist with administration of and provide support for Council's Right to Information and Information Privacy access processes

- Other reasonable duties as directed from time to time

Skills and Knowledge

- Highly developed administration skills including high-level computer skills and application of the Microsoft Office suite of programs with an emphasis on efficiency and accuracy
- Well-developed organisational skills with the ability to self-manage priorities, meet deadlines and work unsupervised
- Demonstrated ability to work in and contribute to a supportive team culture that will achieve set objectives/targets
- Excellent written and verbal communication and interpersonal skills to enable professional interaction with a range of people including senior management and other staff, Councillors, the public, community and business groups and representatives from other organisations
- Knowledge of, or the ability to rapidly acquire knowledge of, the local community, organisational structure and the functions of local government to enable the efficient handling of enquiries and requests for information from both external and internal customers as required to support the Governance & Compliance team
- Proficiency in the use of records management systems, customer request systems, basic financial functions and other relevant software programs to allow the creation and capture of internally produced documents

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Significant experience working in an administration or compliance role within the context of a multi-disciplinary organisation

Desirable

- Certificate III/IV in Business Administration (or similar) or significant experience working in a government administrative role where high standards of accuracy and efficiency and timely service delivery are expected
- Experience in dealing with land tenure matters, conveyancing, native title and cultural heritage claims as well as legal documents and professional legal representatives

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 the Council Safety Management System – SAFE PLAN - and comply with the WHS Responsibility Statement relevant to their position - see Schedule S2 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 S2

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 of this position

I have read and understand the above Position Description and WHS Responsibility Statement (S2)					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last Review Date: 20 March 2025