



POSITION DESCRIPTION

Position Title:	Project & Systems Support Officer		
Classification:	Band 5	Status	Full time maximum term position
Group:	Community & Planning Services	Business Unit:	Active & Connected Communities
Reports to:	Manager Active & Connected Communities		
Direct Reports	N/A	Date:	July 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- To provide a high level of business support for teams within the Active & Connected Communities business unit.
- To support the achievement of organisational and Business Unit goals and objectives.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- High level and overall business support to the Active & Connected Communities business unit.
- Provide assistance and support with various internal and external meetings including developing agendas, taking meeting minutes, scheduling meetings, compiling information and other duties as appropriate.
- Lead the collection of information to maintain an up-to-date project database, including current and past projects, a grant register (including operational grants), and project progress updates.
- Support with calendar management on a daily basis including scheduling of meetings where required.
- Assist with management of communication flow and correspondence

- Provide assistance and support while implementing organisational financial procedures using Technology One
- Support with the business planning and budget process
- Ensure effective and efficient coordination of events, aid and support including the production of workshop materials and booking systems.
- Undertake the development of systems and processes.
- Support the use and maintenance of Council's facilities booking system across the Active & Connected Communities business unit.
- Assist with the reporting obligations across the Active & Connected Communities business unit.
- Support the broader team with support during peak times of operation.
- Maintain information systems including Council's information management system, CRMs and various other systems specific to the business unit.
- Provide assistance and support with exporting CAMMS reports and updating tasks and actions as required.
- Design and develop documents, promotional materials, worksheets, and information management systems.
- Coordinate ELT, Council Briefing and reporting timelines.
- Support business units as the administrator of the development of surveys and exporting reports of survey data for evaluations.
- Undertake the role of website author ensuring webpages and service information is up to date
- Provide information and advice in response to general enquiries both internally and externally.
- Assist with the documentation of procedures and policies.
- Identify and use new technology to meet the needs of business units.
- Collaboratively working with other business unit administrators to ensure effective and efficient customer service and information for the community is accurate and current.
- Support the supervision of work placement students and/or trainees.
- Assist in providing reporting and advice on risk, OHS, processes and improvements.
- Work within the Child Safe Standards and policies to ensure children and young people's needs and safety are considered through information management and privacy of information, liaison with the community and community engagement.
- Any other duties within the limits of the employee's skill, competence, and training (multi-skilling).

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Adhere to and promote Child Safe Standards and Policies, Code of Conduct, Data Protection/Confidentiality, Aged Friendly Cities, Child Friendly Cities and Communities, HR, OH&S/Risk Management policies, procedures and practice guidelines.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and



ensure compliance with Council financial and procurement policies and procedures in ensuring an adequate standard of internal control over finances is maintained.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The work is performed within specific funding guidelines and under general supervision from the Manager Future Communities.
- Freedom to act set by clear objectives and/or budgets, frequent consultation with senior staff and a regular reporting mechanism to ensure adherence to plans.
- Close supervision and/or clear guidelines are provided when providing specialist advice or regulating clients.
- Decisions and actions may be subject to appeal or reviewed by more senior employees.
- The Business Support Officer is guided by the Council's standards and procedures. Responsible for the quality, accuracy and timeliness of all work produced within the role.
- Demonstrate personal and professional integrity at all times consistent with the Cardinia Shire Council values
- Accountable for providing accurate and timely information to internal and external customers.
- Responsible for developing and maintaining effective administrative systems for the business unit.

JUDGMENT AND DECISION MAKING

- May involve problem solving using guidelines, professional/technical knowledge, or experience.
- Problems may be complex, and solutions not related to previously encountered situations and require some creativity and originality.
- Guidance and advice usually available within timeframe to make a choice.
- It is paramount that vulnerable community members are safeguarded and there may be times when there are safety concerns. It is the responsibility of the Business Support Officer to adhere to internal policies including the Child Safe Standards and Policies, using good judgment on when to seek additional advice and guidance should a notification to protective services need to be made.

SPECIALIST KNOWLEDGE AND SKILLS

- Requires an understanding of long-term unit goals and appreciation of wider organisational goals.
- Incumbent requires an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- A high level of oral and written communication, negotiation and presentation skills.
- Understanding of issues and needs that affect the community.
- Proficient in using a variety of computer applications, including Word, Excel, and PowerPoint
- Ability to maintain confidentiality.
- The ability to work in a small team environment to achieve team goals.
- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.

- Able to prepare reports and correspondence.
- Knowledge of statistical data, and its effective applications in producing usage reports, creating presentations and reference material

INTERPERSONAL SKILLS

- Ability to gain co-operation and assistance from others and to discuss and resolve problems.
- Excellent verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of minor problems.
- Good written communication skills to communicate with clients, members of the public, and other employees at a level that is appropriate for their needs.
- Effective skills such as empathy, tolerance and understanding.
- Good judgment, tact and diplomacy
- Patience and tolerance
- Ability to develop options, solve problems and be flexible as required.

MANAGEMENT SKILLS

- Skills in prioritising work, managing time and meeting tight timeframes.
- Capacity to plan and manage work within agreed performance standards.
- Ability to embrace the Cardinia values.
- Ability to plan, organise, set priorities and manage time, so that organisational resources are optimised, and objectives are achieved within a timetable and agreed performance standards.
- High level of customer service skills

QUALIFICATIONS AND EXPERIENCE

- Qualifications relevant to the position and or demonstrated experience in providing a wide range of administrative services, preferably in a local government service environment, or diverse customer service environment.
- Current Australian Driver's Licence.
- Previous experience in a similar position
- Current Victorian Working with Children's Check (WWCC)

KEY SELECTION CRITERIA

- Excellent organisational and time management skills, including the ability to provide accurate and timely administrative support.
- An ability to express opinions, information and key points clearly and concisely via effective written and verbal communication.
- Excellent communication and interpersonal skills and a demonstrated ability to work collaboratively with colleagues, councillors and community members.
- Well-developed problem-solving skills and a track record of continuous improvement
- Displays a high level of emotional intelligence including a demonstrated understanding of confidentiality and privacy.
- Understanding of the complexity of providing responsive services for a diverse and growing community.
- Excellent computer skills including Outlook, Excel and Word and confident with TEAMS, SharePoint, and Aurion and Aurion and attention to detail.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure	This is a full-time maximum term position.
Pre-employment checks	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.