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Performance & Governance
Support Officer (P/T 0.6)

Position Description



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TITLE

Performance & Governance Support Officer (P/T)

BAND

3 (\$50,864 to \$63,007)

LOCATION

Newhaven Head Office, Phillip Island

DEPARTMENT

Strategy Performance & Governance

DIVISION

Corporate & People

REPORTS TO

Manager Strategy, Performance and Governance

DIRECT REPORTS

Nil

POSITION OBJECTIVE

The Performance & Governance Support Officer will provide specialised governance and administrative support to the Strategy, Performance & Governance team to ensure timely service delivery to internal and external customers.

KEY RESPONSIBILITY AREAS

- The provision of specialised administration support including data entry, records management, internal and external customer communications and reporting.
- Preparation of reports for external regulatory bodies.
- Maintenance of team records and databases within our Records Management System and the Internet.
- Maintenance of policy and procedure documents as requested.
- Creation and processing of requisitions and receipting of invoices.
- Assist in preparation of monthly Corporate Performance reporting metrics.
- General administrative support including typing, telephony, document management, printing, etc.
- Provide support as directed by the Manager SP&G to the Procurement & Facilities functions of the business.
- Provide support as directed by the Manager SP&G to the Governance & Risk functions of the business.
- Other duties within the scope and responsibilities of the position as directed.

An underwater photograph showing several people swimming in clear, blue-green water. The scene is captured from an overhead perspective, with the swimmers' legs and arms visible as they move through the water. The lighting is bright, creating a serene and refreshing atmosphere.

Enjoy
a new
kind
of peak
hour.

REQUIREMENTS OF THE POSITION

Key Selection Criteria

Demonstrated experience in high level quality administration tasks, specifically the maintenance of policy and procedure documents.

Demonstrated capability and experience in the use of technology in particular Microsoft applications for word processing and spreadsheets.

Demonstrated accuracy in the collection and inputting of data, processing and receipting of invoices.

Demonstrated ability or experience in process mapping and improvement activities.

Excellent communication skills and demonstrated high level ability to work collaboratively as part of a team to achieve team goals and targets.

Demonstrated capability in exercising sound judgement, initiative and maintenance of confidentiality in the performance of work.

Qualifications and Experience

Diploma level qualifications in Business Administration or related field.

Experience in policy formulation, risk or governance fields would be highly regarded.

Demonstrated experience in the delivery of high quality administration tasks.

Demonstrated high quality time management and organising skills.

Demonstrated high quality communication and customer service skills (internal/external).

Demonstrated experience in the operation of corporate software including Microsoft Office products and Electronic Record Management Systems.

Management and Interpersonal Skills

These positions require skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other Employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and Employees training and development.

These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.

Employees in this band will be expected to write reports in their field of expertise and/or to prepare external correspondence.

REQUIREMENTS OF THE POSITION

Accountability and the extent of authority

Positions in this band may supervise resources, other employees or groups of employees and/or provide advice to or regulate clients and/or give support to more senior employees.

In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.

In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and decision making

In these positions, the objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives. The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Guidance and advice would usually be available within the time required to make a choice.

Specialist knowledge and skills

Supervisors in this band require an understanding of the relevant technology, procedures and processes used within their operating unit.

Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.

Support employees also require an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long term goals of the unit in which they work, and an appreciation of the goals of the wider Corporation.

All employees in this band require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.



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