

Position Description

Position title:	Business Support Officer
Reports to:	Business Support Coordinator
Location:	Huntly
Band classification:	Band 4
Employment status:	Fixed term – 12 months
Hours:	Up to 38 hours per week

About the North Central Catchment Management Authority (CMA)

The North Central Catchment Management Authority (CMA) is the lead natural resource management (NRM) agency in north central Victoria. Our vision is for 'sustainably managed land, water and biodiversity resources that support productive and prosperous communities in a changing climate'. Our mission is that 'we create natural resource management partnerships and programs that deliver lasting change'.

We achieve this through:

- Connecting natural resource management activities;
- Enabling active communities and;
- Supporting sound decisions with knowledge.

We pride ourselves on integrating community values in the planning and coordination of land, water and biodiversity management. To achieve this, we strive to provide a workplace and work practices that embrace and reflect the diversity of our community and support inclusion and participation by everyone. This is supported by a workplace culture built on respect that is inclusive, adaptive and agile.

Our culture

As a public-sector entity we behave in-line with the seven core values of the Victorian Public Sector: Responsiveness; Integrity; Impartiality; Accountability; Respect; Leadership and Human Rights.

In addition to the Public Sector values, we have our own unique set of values – Care; Courage and Connection.

The North Central CMA's values (and supporting behaviours) represent what our communities, stakeholders, partners, and investors can expect from us and also guide our internal interactions.

The foundation of North Central CMA's success is in the behaviours, knowledge and skill of our people. To maintain and exceed current levels of success and to chart our future direction with confidence, it is essential that we continue to employ people who are aligned to our values. Together with the appropriate skills and experience, commitment to our values is required to become a dedicated and valued member of our team.

Our operating environment

The principal statutory obligations of the North Central CMA are prescribed in the *Victorian Catchment and Land Protection Act 1994* and *Water Act 1989*. The core function of the North Central CMA is the delivery of our accountabilities under the *Catchment and Land Protection Act and Water Act 1994*, which primarily include; Regional planning and coordination; Regional delivery; Statutory functions under Part 10 of the *Water Act 1989*; and Statutory functions under Part 77 of the *Water Act 1989*.

The North Central CMA is principally responsible for protecting and improving the health of the region's natural resources in-line with the North Central Regional Catchment Strategy (RCS) and its approved plans and sub-strategies, and delivering on its statutory responsibilities for waterway, rural drainage and floodplain management.

The North Central CMA's strategic direction is guided by Victorian and Australian Government policies including: Our Catchments, Our Communities; Water for Victoria; Protecting Victoria's Environment-biodiversity 2036; Victorian Waterway Management Strategy; Victorian Floodplain Management Strategy; Victorian Climate Change Framework; Living Murray Program and National Landcare Program.

The North Central CMA comprises a Board, which is directly responsible for strategic direction, and which has final responsibility for the functions of the Authority.

Position objective

The purpose of the Business Support Officer position is to undertake reception duties and provide administration support to internal and external stakeholders.

Core responsibilities and duties

Seeking an enthusiastic person with a can-do attitude to provide support to front-of house as part of the Business Support Team and the Corporate Services Team. Duties include but are not limited to:

Business Support:

- Answering and attending to incoming phone calls.
- Greeting and signing-in external stakeholders.
- Coordinating incoming and outgoing correspondence.
- Coordinating meeting and event logistics such as booking event venues/meeting rooms/catering/accommodation and travel arrangements when required.
- Data entry.
- Other administration tasks as directed by the Business Support Coordinator.

Corporate Services:

- Administration of SharePoint document and contract registers, user access and document maintenance.
- Administration of SharePoint policy registers, renewal notifications and follow up.
- Administration of basic asset registers and monitoring stock levels of consumables.
- Input of new contract data into systems and registers for monitoring and follow-up.

- General administration tasks as directed by the Systems Accountant.

The incumbent may also be required to work hours in addition on occasion to cover team members' extended absence (such as annual leave), and during periods of peak workload. When practical, two-week's notice will be provided to request additional working hours however there may be occasions when less notice is available (such as to cover sick leave).

Qualifications

N/A

Key selection criteria

- Excellent time management skills with the ability to set priorities and achieve objectives with minimal supervision and tight timeframes.
- Highly motivated and energetic person with a high level of interpersonal and communication skills.
- Use of a wide range software programs such as the full suite of Microsoft Office.
- Demonstrated ability in efficient and accurate data entry.
- Demonstrate a willingness and ability to take on new challenges and learn.

Other position requirements

- Experience or knowledge of document/records management (in particular SharePoint) is desired but not essential to the role.
- An understanding of the principles of OH&S, Equal Opportunity principles and Risk Management.

Relationships

Reports to:	Business Support Coordinator
Responsible for:	Nil direct reports
Internal liaisons:	CEO, Executive team and other staff Board and sub-committees
External liaisons:	Agency staff, general public, landholders, consultants, and other contractors

Other relevant information

Diversity and Inclusion

The North Central CMA acknowledges Aboriginal Traditional Owners within the region, their rich culture and spiritual connection to Country, the contribution and interest of Aboriginal people and organisations in land and natural resource management. We value the unique skills and experience Aboriginal employees bring to our culture and our community and are committed to providing supportive career development opportunities.

The North Central CMA is an equal opportunity employer and welcomes applicants from a diverse range of backgrounds. It is our policy to provide reasonable adjustments for persons with a disability. If you need assistance or adjustments to fully participate in the application or interview process, please contact the Human Resources Manager.

Flexible workplace

We understand that life balance is an important part of our employees' lives. We offer a wide range of flexible arrangements to enable you to balance your work with other commitments and activities including family, health, study, carer responsibilities, and life/career aspirations. We provide various options such as flexible start and finishing times, working part time, job sharing, working from home and paid leave provisions that can be negotiated with your manager to help balance your personal commitments with the demands of the role.

Health and Safety

Employees are required to carry out their work in accordance with health and safety legislation, and North Central CMA policies and procedures. Employees have a responsibility to exercise reasonable care to protect their health and safety and that of others by following all reasonable health and safety instructions; reporting any incident or hazards; assist in hazard identification, risk assessment and implementation of risk controls; and use PPE provided.

Financial delegation

The position has a financial delegation of \$NIL.

Multi-skilling

The purpose of a position description is to provide a job summary that can be used to assist in a number of management activities including recruitment, induction, training, performance management, job evaluation, and job design. Position descriptions are supported by, and should be read in conjunction with, other North Central CMA documents such as collective agreements, letters of appointment, lists of duties, policies and procedures, codes of practice and any other materials that provide details about what is to be achieved and how the job is to be performed. An employee may be directed to carry out such duties as are within the limit of the employee's skills, competence and training, provided that such duties do not promote a narrowing of the employee's skill base.

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work shall be performed without change in salary. Where directed to carry out work of a higher band the provisions of the North Central Catchment Authority (CMA) 2017 Collective Agreement (or its successors) shall apply.

Privacy and Probity

The collection and handling of applications and personal information will be consistent with the requirements of the *Privacy and Data Protection Act 2014*.

If you would like to receive this information/publication in an accessible format (such as large print or audio) please contact us by phone on 03 5448 7124 or email at info@nccma.vic.gov.au