Position Description

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| Position title: | Business Support Officer |
| Reports to: | Communication and Engagement Coordinator |
| Location: | Huntly |
| Band classification: | Band 4 |
| Employment status: | Fixed-term/Casual |
| Hours: | Part-time |

**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 now and in the future. 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 trademark and behaviours**

The North Central CMA’s trademark is “*We are knowledgeable, engaging and reliable*”. We achieve this through our commitment to the following behaviours across all areas of our organisation:

* Seek to understand
* Be honest and take responsibility
* See something, do something
* Show respect
* Actively engage

The foundation of North Central CMA’s success is in the behaviours, knowledge and skills 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 trademark and can commit to these behaviours. Together with the appropriate skills and experience, this commitment 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 is to provide timely and accurate receptionist duties and administrative support to the North Central CMA team.

**Core responsibilities and duties**

* Answer and attend to incoming phone calls.
* Greeting and signing-in visitors to the North Central CMA office. .
* Coordinating incoming and outgoing correspondence.
* Coordinating meeting logistics such as booking meeting rooms/catering/accommodation and travel arrangements when required.
* Data entry.
* Coordinating staff induction including an overview of the business support role and support.
* Administer the CMAs records management procedures, including training and assisting staff with these processes or in the roll-out of new records management procedures.
* Other administration tasks as directed by the Communication and Engagement Coordinator.

**Qualifications**

N/A

**Key selection criteria**

* A high level of interpersonal and communication skills.
* Excellent time management skills with the ability to set priorities and achieve objectives within tight timeframes.
* Experience in use of a wide range software programs (e.g. word processing, presentations, spreadsheets, etc).
* Accurate and efficient data entry.
* Highly motivated and energetic.
* Demonstrated initiative and ability to operate with minimal supervision.
* Experience or knowledge of document/records management will be highly regarded.

**Other position requirements**

It is expected the incumbent understands North Central CMA objectives within broader government policy.

**Relationships**

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| Reports to: | Communication and Engagement Coordinator |
| Responsible for: | Nil direct reports |
| Internal liaisons: | CEO, Executive team and CMA staff  Board and sub-committees |
| External liaisons: | Members of the public  Landholders and communities across the region  Representatives of partner agencies |

**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 work place*

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 $2,000.

*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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*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