

# Position description

## Councillor Liaison Officer

### Position details

Division:	Executive Services
Branch:	Office of Chief Executive Officer
Reports to title:	Executive Officer Councillor Liaison
Position No:	10086, 10087, 16964, 17845, 20609 and 30081
Classification:	Class 5
Financial management	Nil
Total people:	Nil
Primary skill pool:	Stakeholder Management
Secondary skill pool:	Governance

### Team context

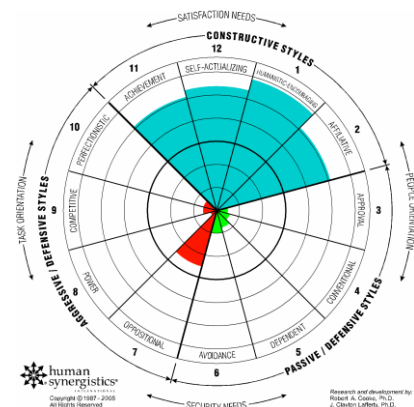
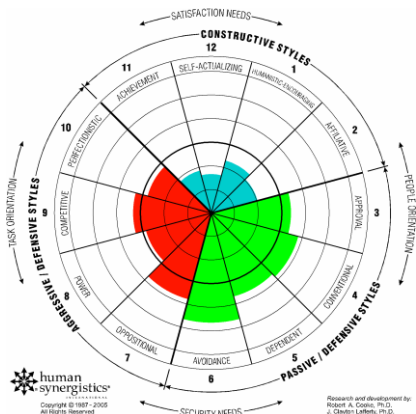
The Executive Services Division comprises the following key areas – Office of the Chief Executive Officer, Office of the Lord Mayor and Deputy Lord Mayor and Strategic Communications.

The Councillor Liaison Team is led by of an Executive Officer and comprises two Senior Councillor Liaison Officers, six Councillor Liaison Officers and one Business Support Officer. The Team provides a range of executive, advisory and support services to Councillors. The Team's purpose is to facilitate the democratic processes of Council by providing an effective conduit between Councillors, Council officers and the community as Councillors seek to fulfil their decision making and city representation roles.

### Culture and Values

CoM aspires to a culture which is humanistic and encouraging, self-actualising, affiliative and achievement focused. We focus on culture because we know that a constructive culture is good for our wellbeing as well as our ability to deliver high quality outcomes.

We measure our performance against the desired culture using the Human Synergetics tool, the “Organisational Culture Inventory” (OCI).



Our ICARE values (integrity, courage, accountability, respect and excellence) are the foundation for our behaviour for ourselves and our teams.

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### INTEGRITY

Be honest and reliable, have integrity



### COURAGE

Speak up, have courage, make things happen



### ACCOUNTABILITY

Act with accountability, be responsible for what you do and how you do it



### RESPECT

Be inclusive, stay open, value every voice, establish respect and collaborate



### EXCELLENCE

Display excellence, work with energy and passion achieving the best results

## Position purpose

The Councillor Liaison Officer will form part of a team of officers designated to provide support services to the Council of the City of the Melbourne. The Council has adopted governance and decision-making structures which include portfolio roles for Councillors. The officer will assist Councillors as they carry-out their role and fulfil civic, statutory and portfolio responsibilities.

The Councillor Liaison Officer (CLO) will need to carry out a range of functions as part of a team of officers designated to support nine Councillors. As a team member, the level of activity in the key result areas outlined below will depend on a range of operational arrangements and shall be determined by the Executive Officer and based on the support and portfolio needs of Councillors.

## Position accountabilities

The Councillor Liaison Officer (CLO) will be accountable for the following:

### Liaison

- Act as representative of a Councillor in contact and liaison for internal and external communication with designated Councillors. This includes liaising with senior government, business and community leaders as well as constituents making contact in relation to portfolio and city matters in general.
- Where required, attend internal and external meetings with, or on behalf of Councillors, with the objective of providing the required level of support on issues.

### Co-ordination

- Co-ordinate all activities associated with a Councillor's office and provide advice to Councillors and senior management on ways that best manage portfolio matters

### Briefing & advice

- Prepare briefing material, draft reports, letters and other documents required by Councillors, including those associated with committee or council meetings and positions on advisory committees and external organisations.

### Research & Project Support

- Undertake research or projects associated with a Councillor's portfolio or those required by the Councillor Support Team.

### Community engagement & consultation

- Develop and implement strategies and programs that support enhanced community engagement and consultation in areas associated with portfolio responsibilities and broader community access to Councillors

## Issue Management

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- Manage complex and sensitive community issues raised with a Councillor's office. This requires cross corporate liaison and negotiation with senior management in identifying and managing risks and opportunities.

### City Representation

- Development and management of systems associated with ensuring the city is represented at key events, functions and meetings.
- Provide strategic advice to Councillors on speaking opportunities and develop or contribute to development of speeches and presentations.

### Protocol & Governance Processes

- Provide advice to Councillor and senior management and contribute to the development on protocol, guidelines and governance processes that support Council's decision-making processes and city representation roles.

### Communication and Information Management

- Develop and renew systems, in conjunction with Technology Services, to support the mobile needs of Councillors in accessing information and communicating with the organisation, stakeholders and the community.

### Business Support

- Undertake activities associated with the business support needs including planning, financial management and operational requirements.

## Environment: communication and judgment

#### *Communication:*

In order to operate effectively as a conduit for internal and external interaction with Councillors, the CLO will need to use their strong communication, strategic relationship development and negotiation skills.

Acting as a representative of a Councillor means the CLO will have extensive contact with the Lord Mayor, Deputy Lord Mayor, other Councillors and senior management across the organisation. He/she will actively foster and develop strategic relationships and lines of communication as they problem solve or advance a position, idea and concept on behalf of Councillors.

As the Councillor's representative, the CLO will have extensive contact with a diverse range of individuals and stakeholder groups, including government, community and business contacts. The CLO will need to develop and foster relationships that maintain an open line of communication, particularly with those connected with portfolio areas. The CLO will be a contact point for complex and sensitive external issues which require cross corporate action.

The political nature of the role of Councillors comes with significant contact with media organisations and the CLO, in conjunction with staff from Corporate Affairs & Strategic Marketing, will need to manage opportunities and identify risks.

#### *Judgment:*

Councillors aim to apply a strategic and policy perspective to their role. Working with Councillors means that the CLO will operate in an environment where policy and strategy is developed or reviewed. Whilst the CLO will generally operate within agreed corporate frameworks and policies, the nature of the role of Councillors and community and stakeholder expectations will mean that liaison will cover a wide range of issues that require cross corporate action or solution.

In managing a Councillor's office, a CLO will need to analyse issues, make assessments and decisions in relation to the priority and implication of matters and where possible seek to resolve issues on behalf of Councillors. He/she will need to make decisions that take into consideration stakeholder and community

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expectations, the political nature of the role of Councillors, organisational relationships and profile/reputation of Council.

The CLO will also be required to make decisions on how best to brief and prepare Councillors for internal and external commitments. He/she will provide advice on and managing and maximising opportunities associated with city representation roles and stakeholder relationship development.

The CLO is required to contribute to development of policy, guidelines and programs that guide the team's delivery of support services including areas such as city representation, Councillor-community consultative arrangements, Councillor expenses/use of resources and business support services.

Acting as representative of a Councillor, the CLO works in a highly complex environment and requires a sophisticated understanding of the challenges associated with dealing with community and stakeholder issues in a political environment and one where Council policy and strategic direction is sometimes challenged. The complexity of the role is magnified by the fact that a CLO will :

- Deal with multifaceted community and stakeholder issues which require cross corporate solutions including those which have been escalated to Councillors after initial contact with Council officers.
- Provide advice on matters which assist Councillors to fulfil statutory, policy and strategic responsibilities.
- Be able to be reassigned and required to work with different Councillors during a Council term. This requires an exceptional understanding of the operation of Council and an ability to develop relationships across the board.
- Need to manage relationships whilst negotiate issues on behalf of Councillors in situations where there may not be an alignment between the views of Councillors and Council officers.
- Deal with confidential and sensitive issues in an environment of significant public and media scrutiny and ones which can impact on reputation of Council.

The CLO is also required to contribute to the long-term planning, development and review of support services and functions provided by the Councillor Support Team

### Selection criteria

All CoM employees will demonstrate an ability to articulate and demonstrate benefits of positive culture and values.

In addition, the position will require:

- Ability to demonstrate and display City of Melbourne Values – integrity, courage, accountability, respect and excellence
- A tertiary qualification in relevant discipline and/or substantial experience
- Substantial advisory or support experience at a senior executive or public office level including an ability to undertake research, investigation and analysis, and present research findings both verbally and in writing
- High level analytical, negotiation and problem solving skills and experience in developing and maintaining stakeholder relationships with diverse communities
- Proven discretion and judgement in dealing with sensitive and confidential information in a political environment and one with a high level of media or public relations focus
- Highly developed organisational skills and demonstrated flexibility in a team environment along with an ability to work within a deadline driven environment with competing priorities
- Highly developed communication skills, both verbal and written skills, including the ability to prepare briefing papers, reports, complex correspondence and presentations and speech notes
- Understanding of Local Government, including an understanding of the role of Councillors, the Lord Mayor and Deputy Lord Mayor

### Inherent Physical Requirements

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The reference to the Inherent Physical Requirements for this position is DM# [9233657](#)

### The Way We Work

CoM's vision is to be a leading organisation for a leading city. CoM fosters a workplace that is stimulating, constructive, flexible, diverse and inclusive and that achieves high quality outcomes for the Council, customers and our community. We recognise that a constructive culture brings out the best in our people. We strive to meet the demands of our employees' professional lives while they can accomplish their priorities outside of work and have a positive work life balance.

We strive to make our organisation agile, with the ability for our work teams to adapt and change based on the evolving needs of CoM. To keep pace with our customers and our changing city, we need a resilient, adaptable, accountable, diverse and inclusive workforce that reflects our community and is committed to excellence.

We establish challenging but realistic goals, develop plans to reach those goals, pursue them with enthusiasm, and are accountable for their achievement. We want our employees to get enjoyment from their work, develop themselves, and take on new and interesting activities whether they are within CoM or outside of CoM. We want our workforce to be supportive, helpful and open in their dealings with each other, through open communication, cooperation, and the effective coordination of activities.