

POSITION DESCRIPTION

Councillor Support Officer
(POS1006) & (POS2151)

Directorate:	Community and Lifestyle	Department:	Civic and Executive Services
Position Grade:	Grade 10	Reports to:	Manager Civic and Executive Services
Last review:	July 2026	Next review:	July 2030
		Version No:	2.0

Position purpose:

Provide high-level administrative and secretariat support services to Councillors (Councils elected officials) and the Executive Services team with a high degree of professionalism, diplomacy and confidentiality, in a politically sensitive environment.

Key accountabilities/responsibilities:

- Providing high level, efficient and effective secretarial support to several Councillors, which include maintaining diaries and coordination of meeting requests.
- Processing requests for information received from Councillors and coordinating responses from operational areas of Council.
- Monitor and follow up all Councillor requests by ensuring that all Councillor requests/enquiries are answered in a timely manner as per Council's policies.
- Developing and implementing appropriate follow up systems and preparing and checking acknowledgment and final responses.
- Maintain effective correspondence and records management processes to ensure accurate tracking and documentation of Councillor requests and responses.
- Maintenance of Councillor's room, daily mail, couriers, stationery, business cards and stock.
- Undertake research and provide summaries.
- Facilitate registration for conferences, workshops and training. Preparation of agendas, minutes, briefs and relevant material.
- Arrange travel and accommodation.
- Reconciliation of expenses and invoice management as per Councillors Expenses and Facilities policy
- Coordinate purchases, request quotes and raise purchase orders.
- Provide regular progress reports to Councillors and the Executive leadership team
- Manage and maintain Councillor Intranet
- Preparation and issue of information through EDM platform.
- Draft correspondence and produce professionally presented documents, information packs, using high level computer skills in Word, Excel, Nitro Pro, spreadsheets, and PowerPoint.
- Prepare and distribute weekly update highlighting key dates and issues, enabling communication flow to the Mayor and Councillors
- Assist with professional development including induction at the commencement of term for elected representatives.
- Respond to urgent work demands and meet strict deadlines.

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- Manage, anticipate emerging issues, and maintain an effective information flow under pressure while maintaining confidentiality and professionalism.
- Compile and distribute various Council agendas and arrange for distribution to Committee Members and the elected representatives.
- Ensure minutes at various meetings of Council are accurately taken and completed to a quality standard.
- Managing the meeting invitations and RSVPs for various meetings of Council and Councillor activities.
- Organise and set up meeting venues, IT equipment and catering supplies for meetings of Council.
- Disseminate and track action items to responsible officers from various meetings of Council.
- Follow up on action items arising from various meetings of Council.
- Arrange catering and meeting supplies for Council meetings as well as setting and packing up.
- Support the delivery of events and engagements.
- Assist with the updating and maintaining of the reports and correspondence register.
- Support the delivery of meetings of Council that Councillor are or may be in attendance.
- Assist with the preparation of Notices of motions, questions with notice.
- Exercise discretion, sensitivity, and confidentiality in a complex political environment.
- Working flexible hours, as required to manage work tasks effectively.
- Other tasks as directed by Manager within skills and capabilities

Decisions made in the position:

- Organisation of work priorities
- Time management of Councillors diary
- Delegation of documentation
- Improvement of systems in the Councillors office

Decisions referred:

- Expenditure over delegated limits
- Appointment/dismissal of staff

Key issues/challenges:

- Highly developed interpersonal skills to assist in gaining cooperation and assistance from other areas of Council's operations to ensure that the information provided to Councillors is complete, accurate and in the best interest of Council.
- Understanding the political climate in which the position operates.
- Managing time, competing demands and priorities to achieve objectives in the most efficient way possible, within the resources available and within the timeframes set.
- Providing high level, reliable and timely administrative support, and customer service to Councillors.
- Ability to work autonomously and as part of a team.
- Ability to multitask and achieve results under pressure

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POSITION SPECIFICATION

Whilst the criteria described below are indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Qualifications in business administration or equivalent.
- Current Class C NSW Driver's Licence

Experience

- Experience in a local government, political or corporate environment delivering effective and efficient administrative and corporate support.
- Ability to liaise, communicate and work cooperatively with all levels of Council.
- Strong diary management/time management experience
- Demonstrated experience working autonomously and as part of a team.
- Demonstrated experience using Microsoft office, Nitro Pro and document management systems (i.e., TRIM and Pathways)
- Experience in taking minutes.
- Demonstrated experience working in a highly sensitive confidential environment and being discreet.
- Proven ability in showing initiative in the workplace, prioritise workloads, meet deadlines and deliver quality outcomes.

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Highly developed communication, customer service and interpersonal skills
- Highly developed time management skills, the ability to prioritise and meet strict deadlines in a complex environment.
- Highly developed analytical and problem-solving skills, evaluate information, exercise sound judgement.
- Strong word processing skills including speed and accuracy.
- Website knowledge

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Continuing professional development as appropriate
- Working knowledge of the social, political, and legal frameworks in which local government operates
- Knowledge of the Liverpool Local Government Area