Melton City Council

Programs and Activities Support Officer

Position Description

PD: 00495

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Programs and Activities Support Officer
Directorate	City Life
Business Unit	Healthy Connected Communities
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader Community Development and Activation
Supervises	Nil
Internal liaisons	• All Council Units
External liaisons	• Residents and Community members • Community organisations and groups • Government bodies and non-government agencies • Education sector

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Exercise discretion within standard practices and processes to assist with Council's Community Participation and Partnership team to manage Council's Community Centre, Neighbourhood Houses and Mens Sheds operations.

- Provide administrative assistance to Council's Community Participation and Partnership team through providing support with the delivery of a range of responsive and accessible services, activities and programs.

5. Key responsibility areas

- Provide administrative support to Council's Community Participation and Partnerships team delivering accessible community programs and activities.
- Support the production and dissemination of marketing initiatives and materials to promote Council's programs using social media, local media, newsletters, notice boards and other communication mediums.
- Undertake administrative duties and develop systems which support the effective day-to-day operation of Community Participation and Partnerships programs operations, including participation in initiatives to review and implement improved work practices.
- Provide excellent customer service to participants of Council programs and users of Community Centre's, Neighbourhood Houses and Mens Sheds.
- Support volunteers, facilitators, and community groups relevant to the Council's community programs.
- Understand community needs and ensure referrals to Council and other organisations are appropriate and conducted in such a way as to minimise inconvenience to community members.

6. Accountability and extent of authority

- Exercise discretion to action the daily and ongoing operations of the role in accordance with Council policies and procedural guidelines.
- Financial responsibility for operational accounts and authorisation of expenditure in line with management approval.
- Ensure compliance with the provisions of the Occupational Health and Safety regulation at all times.
- Ensure customer service practices are observed and that correct information is provided to members of the public and other Council Officers to ensure excellent customer service.
- Responsible for accurate and timely registration of applications and maintenance of records.
- Work within specific guidelines with scope to exercise some discretion in applying established standards and procedures.
- Ability to plan own work at least a week in advance.

7. Judgement and decision making

- Problem solving on day-to-day operational issues is required within guidelines and established standards, procedures and policy and direction should be sought on wider issues.
- Work independently with limited daily direction and supervision.
- Utilise sound judgement to select from a range of available alternatives when performing well defined work objectives.
- Guidance and advice are always available within time to make a choice.

8. Specialist knowledge and skills

- Understanding of Council, procedures, applications and administrative support systems including electronic management/booking systems.
- An understanding of the processes and equipment employed within an administrative and facilities management role.
- Proficient skills and knowledge of computer software systems including Microsoft Software Applications.
- Understanding of financial process and systems such as invoicing and receipting.
- Understanding of organisational policies, precedents, goals and standards.

9. Management skills

- Proven time management skills to manage, plan and organise own work and ongoing requests for action or information from customers.
- Possess a basic knowledge of personnel practices with the ability to provide on-the-job training and guidance.

10. Interpersonal skills

- Communicate effectively to develop effective working relationships with a wide variety of internal and external customers and be able to gain their co-operation and assistance in the administration of well-defined activities.
- Listen and interpret customer enquiries and internal support requests fairly, with the ability to gain cooperation and assistance of others when conflicting priorities may exist.
- Be empathetic towards a diverse range of residents and community organisations.
- Actively participate as a co-operative and enthusiastic team member to provide effective and efficient support to the delivery of the Community Participation and Partnerships team.
- Work with a broad range of people from a variety of backgrounds.
- Skills in written communication to prepare routine correspondence and reports.

11. Qualifications and experience

- Completion of a post trade or post-secondary certificate in the provision of customer service and or public administration functions or knowledge and skills gained through on the job training in a relevant field.
- Experience in face-to-face and telephone-based customer service.
- Current valid Victorian driver's licence.
- Current valid Working with Children's Check.

12. Key Selection Criteria

1. Completion of a post-trade or post-secondary certificate in the provision of customer service and or public administration functions or knowledge and skills gained through on-the-job training in a relevant field.
2. Demonstrated experience in maintaining administrative systems and sound skills & knowledge of Microsoft Software Applications.
3. An understanding of community development and/or the role of Neighbourhood Houses, Community Centres and Mens Sheds.
4. Proven time management skills with the ability to organise work activities to manage ongoing requests for action or information from customers.
5. Communicate effectively to develop effective working relationships with a wide variety of internal and external customers and be able to gain their co-operation.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Healthy and Connected Communities	August 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date