

Position Title:	Governance Support Officer		
Position Code:	P253	Evaluated:	12/05/2026
Award Classification:	Band: 2	Level:	1
Salary System Grade:	Grade: 2	Minimum Level:	1
Approved:	K. Hamm	Date:	12/05/2026

Primary Purpose of the Position

Provide high quality administrative and governance support to Council and internal committees by coordinating meetings, preparing agendas and minutes, maintaining action tracking, and ensuring compliance with legislative, policy and procedural requirements to support effective and transparent decision making.

Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high-level description of the outcomes that the incumbent of this position is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's **Our People Capability & Behaviour Framework**:

1. Coordinate Council and committee meetings including scheduling, preparation of meeting runsheets, agenda timelines, workflow management and distribution of papers, ensuring meetings run efficiently and in accordance with governance requirements.
2. Assemble, manage and quality-check agendas and business papers in consultation with Chairs, Directors and report authors, ensuring accuracy, version control, compliance and timeliness in line with statutory and organisational deadlines.
3. Provide internal assistance and support to staff in the use of the agenda and meeting management software, including guidance on report submission, workflows, deadlines and basic system issues.
4. Attend meetings and prepare clear, accurate and timely minutes, capturing resolutions, decisions, councillor questions and actions, and maintain official records in accordance with records management and confidentiality requirements.
5. Coordinate the receipt, tracking and follow-up of councillor questions and requests arising from meetings, ensuring responses are obtained from responsible officers and issued within agreed timeframes.
6. Maintain and monitor action lists and resolutions, follow up with responsible officers, and support the General Manager to action resolutions, report on progress and outstanding actions to support timeliness, accountability and transparency to Councillors and the Community
7. Publish agendas, minutes, resolutions and supporting documents to Council's website in accordance with legislative, policy and public access requirements.
8. Support Council's internal governance framework by ensuring meeting processes, agenda workflows and decision records align with legislation, delegations, policies and Codes of Meeting Practice, and by providing procedural guidance where required.
9. Assist Councillors in preparing notices of motion in consultation with the General Manager and Executive.
10. Act as a key point of contact for Councillors, committee members and staff on meeting, agenda system and governance matters, contributing to continuous improvement of committee and Council meeting processes.
11. Any other such duties that are commensurate with the employee's skill level, competency and training.

Key Capabilities

The Muswellbrook Shire Council **Our People Capability & Behaviour Framework** applies to all Council employees. This position requires the following level of capabilities and behaviours in accordance with the Framework:



The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

Muswellbrook Shire Council Capability Framework		
Group and Capability	Capability & Behaviour Descriptors	
	Collaboration - Work within a team environment, cooperate with others and consider the needs of others to achieve shared goals	- Engage with others to share information and knowledge achieve the best outcomes - Provide support to team members in challenging situations - Collaborate to find solutions that contribute to positive, mutually satisfactory outcomes
	Effective Communication - Listen, interpret and convey information in a clear and respectful manner	- Present your ideas and views in a clear and respectful way - Consider body language and facial expressions and adapt where necessary - View concerns and disagreements as challenges to be solved, and follow issues through to resolution
	Achievement - Achieve quality outcomes in line with organisational objectives	- Plan and use the available resources to complete work tasks within acceptable budget, timeframes and standards - Understand objectives and prioritise work accordingly - Identify and suggest system or process improvements within your own functional area

Key Tickets, Qualifications and Other Skills

1. Tertiary qualifications in administration, governance, public administration or related discipline and/or equivalent relevant experience.
2. Demonstrated experience providing committee, meeting or governance support, including agenda preparation and minute-taking.
3. Demonstrated ability to manage multiple deadlines in a high-governance environment with strong attention to detail.
4. Demonstrated experience and/or capability to deliver the Job Specific Key Accountabilities (above).
5. Demonstrated **Developed** key capabilities as defined in the Key Capabilities Table (above).

Special Conditions

This position will require attendance for out of hours requests to meet organisational demands when agreed between all parties and as directed by the General Manager i.e. Council meetings, workshops and after hours work sanctioned events.