

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik's values

Respect



Integrity



Collaboration



Adaptability



Community



Our Customer First Commitments

1. Empathetic

2. Consistent

3. Effective

4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Emergency Management Support Officer
Position Number:	0757
Classification:	Band 5
Tenure:	Temporary part time to 30 June 2026 (0.8 FTE)
Directorate:	Governance and Communications
Department and Unit:	Emergency Management
Reports To (Title):	Coordinator Emergency Management and Recovery - MEMO
PD approved by (Manager or Director Title):	Manager Community Safety MRM
Date approved by Manager or Director:	September 2024
Date approved by HR:	September 2024

1. Position Purpose

Sitting within the Governance Communications and Community Safety Directorate, the Emergency Management Unit is responsible for ensuring Council has a fully integrated planning and operational emergency management framework to meet its statutory obligations.

The Emergency Management Unit manages the delivery of Council's emergency management responsibilities before, during and after emergencies. The Unit seeks to strengthen existing emergency management preparedness initiatives, while looking for new opportunities to collaborate with community and agencies to ensure the community is better able to prepare for, respond to and recover from emergency events

Reporting to the Coordinator Emergency Management and Recovery - MEMO, this position will provide administrative support to the Emergency Management Unit and ensure that Council's emergency management arrangements meet legislative and community expectations.

2. Position Objectives

The objectives of this role are to:

- Provide administrative and project support to the Unit, committees and working groups in support of Council's emergency management statutory obligations and service delivery.
- Efficiently manage and prioritise incoming requests, emails, and correspondence for the Emergency Management Unit, ensuring timely responses and appropriate action.
- Maintain and organise records, reports, and other documentation to support the operational efficiency of the Unit.
- Support the implementation and refinement of administrative processes and workflows within the unit to ensure efficient service delivery.
- Act as a liaison, ensuring smooth communication between the Unit, council staff, external agencies, and the community.

3. Key Result Areas

3.1 Provide Administration and Project Support

- Develop a work plan that includes appropriate strategies, activities, timelines and performance indicators that support emergency management.
- Organising meetings, preparing agendas and minute taking, as directed by the Coordinator Emergency Management and Recovery - MEMO.

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- Establish timelines and provide regular project updates, reports and other relevant correspondence.
- Work collaboratively and promote cross functional cooperation by contributing to and participating in organisational project teams as required.
- Provide high level administrative support and assistance to the department/unit as required, including website updates and secretariat responsibilities.
- Ensure key documentation is maintained and contribute to the maintenance of systems, templates and procedures e.g. design, editing, production and distribution.
- Monitor shared inboxes of the Emergency Management Unit and respond/redirect incoming correspondence, as required.

3.2 Fire Management Support

- Support the Emergency Management Unit to deliver fire management practices, training, exercises and the implementation of cross tenure fire management arrangements in partnership with the community, organisational and sector wide stakeholders.
- Assist in the review and administration of the Municipal Fire Management Plan (MFMP) and associated action plans.
- Assist with tracking and reporting of program deliverables on agreed outcomes as outlined in the MFMP.
- Support the appointment of Assistant Fire Prevention Officers to undertake fire prevention inspections.
- Maintain effective communication with external agencies, emergency services, and community groups to ensure alignment and coordination of fire preparedness activities.

3.3 Continuous Improvement

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Continually strive for innovative approaches to the role, and identify systems and programs that will support effective and efficient business operations.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting, addressing or referring opportunities and challenges facing the organisation.
- Contribute to the development and review of procedures to ensure continuous improvement and supporting implementation as required.
- Proactively identify, establish and implement systems and processes that improve efficiencies for the Emergency Management Unit.

3.4 Customer service and relationships

- Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment. Fosters and build relationships at all levels throughout the organisation.
- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops and events.

3.5 People, culture, safety, health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.

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- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's emergency management arrangements and Business Continuity Plan.

3.6 Financial Administration

- Provide a centralised contact for the administration of all incoming and outgoing invoicing for the Emergency Management Unit, in correspondence with the Coordinator Emergency Management and Recovery – MEMO.

4. Job Characteristics

4.1 Accountability and extent of authority

This position reports to the Coordinator Emergency Management and Recovery - MEMO and has authority to:

- Provide general emergency management, disaster recovery and fire management advice to internal and external customers, subject to regulations, policies and regular supervision from the Coordinator.
- Provide support to the Emergency Management Unit on a range of activities, programs and projects as required.

4.2 Judgement and decision making

- Work with limited supervision and make decisions as to how to best meet the requirements of the position; negotiating on shift of project deadlines as required.
- Be innovative and able to recommend solutions to problems using knowledge, creativity, methods and guidelines to achieve suitable outcomes.
- Problem solving using procedures and guidelines and applying professional knowledge and techniques to new situations.
- Exercise judgement in seeking further advice or escalate as appropriate where matters require additional expertise and advice.
- Guidance and advice is usually available from the Coordinator Emergency Management and Recovery - MEMO.

4.3 Qualifications

- Tertiary qualification in Public Safety/Emergency Management or Diploma in Government Administration and/or previous experience in a similar administrative or community focused position.
- Current Victorian driver's licence.

4.4 Experience

- Demonstrated experience in supporting projects and working in an environment that require completing a range of time sensitive tasks.
- Demonstrated experience in business and/or administration support, customer service excellence and continuous improvement in a service delivery or related field.
- Demonstrated experience in disaster recovery principles or emergency management is desirable.

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4.5 Specialist Skills and Knowledge

Advanced computer skills with a working knowledge of Microsoft Office.

- Ability to provide administrative and community related support while assisting other staff in the Emergency Management Unit to achieve individual, departmental and corporate objectives.
- Understanding of the principles and practices of community risk, community safety and fire and emergency management, including the application of relevant legislation and regulations.
- Developed understanding of Local Government, its objectives, and the issues affecting it.
- Demonstrated commitment to and appreciation of the environmental values of the Shire.
- Where decision making impacts budget, council policy or external relationships, seeks guidance from the Coordinator Emergency Management and Recovery (MEMO).

4.6 Management Skills

- Ability to manage time, set priorities, plan and organise own work to deliver within agreed timelines to achieve objectives within schedule and budget constraints.
- Ability to discuss and resolve problems.
- Self-motivated to achieve the objectives of the Emergency Management Unit.

4.7 Interpersonal Skills

- Highly developed verbal and written communication skills and ability to prepare clear, concise reports and briefs in area of expertise.
- Ability to build trust and respect with colleagues, members of external services and community representatives.
- Demonstrated ability to work as part of a team across a range of different work groups.
- Ability to gain co-operation and assistance in the administration of well-defined activities, enquiries and requests that relate to the Emergency Management Unit.

5. Physical Requirements

Posture	<ul style="list-style-type: none">• Sitting at a desk, work station or in meeting rooms• Driving a vehicle to other locations, as required• Standing and bending
Upper Limb / Body	<ul style="list-style-type: none">• Some handwriting• Some sustained neck flexion may be required when reading documents
Trunk	<ul style="list-style-type: none">• Some twisting, e.g. access desk drawers• Bending below the knee
Work Environment	<ul style="list-style-type: none">• Indoor air conditioned offices with carpeted floors• Adjustable work station• Adjustable chair provided
Weights	<ul style="list-style-type: none">• Lifting weights up to approximately two reams of A4 paper
Other	<ul style="list-style-type: none">• Interacting with internal and external customers• Simultaneously talking on the telephone and writing down notes• Climbing of stairs between levels (shire office also has a lift available) or to get in or out of workplace.

6. Key Selection Criteria

- Diploma in Government Administration and/or previous experience in a similar administrative or emergency focused position.

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- Demonstrated experience providing administration and project support in an environment that requires agility.
- An understanding of the principles and practices of community risk, community safety and fire and emergency management, including the application of relevant legislation and regulations.
- Proven ability to work under pressure and manage competing demands.
- High level interpersonal and communication skills, and demonstrated ability to work as a member of a team.
- Demonstrated capacity to take initiative and complete tasks with limited supervision.

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.
- The incumbent may be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.
- The incumbent may be required to participate in an on call roster and be available for duty in the event of an emergency.
- This position requires evidence of qualification documentation.

8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability, First Nations people and gender diverse people. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact Ben Cash, Coordinator Emergency Management and Recovery – MEMO on 0408 899 540. Applications can be submitted online at [Nillumbik Website](#) until 10pm Tuesday 11 February 2025. Apply now!

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hmail@nillumbik.vic.gov.au