

Position Description

Position Title	State Council Governance Officer
Portfolio	Member Services
Reports To	Manager Association and Corporate Governance
Employment Type	Full-Time
Location	West Leederville

Team Overview

This position sits within the Association and Corporate Governance Team which is responsible for managing WALGA's governance framework, project managing the Association's strategic and corporate planning and contributing to policy and advocacy on strategic Local Government policy issues, as well as facilities management and customer service.

Position Purpose

The State Council Governance Officer is responsible for providing high quality governance and administrative services to the Association's State Council and Committees to ensure high-quality contemporary governance standards and obligations are maintained and reporting documentation and other deliverables are met.

Key Accountabilities

Governance Framework	<ul style="list-style-type: none"> Assist in ensuring organisational and State Council adherence to the Constitution and Corporate Governance Charter. Develop, maintain, and improve governance processes and procedures to support State Council and its Committees in their decision making functions. Assist in championing the principles and practices of good governance within the organisation. Document governance processes and procedures in accordance with WALGA standards. Coordinate State Council induction program and ongoing professional development for State Councillors to understand their roles and responsibilities. Assist with the development of the governance and leadership capacity of State Councillors and assist with the State Council performance assessment survey and reporting.
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	<ul style="list-style-type: none"> • Ensure governance and policy documentation remains up-to-date, contemporary and accessible to internal and external stakeholders as appropriate. • Provide advice, support and cover for the Zones Governance Officer position to ensure governance standards and obligations are met and business continuity.
State Council Administration	<ul style="list-style-type: none"> • Ensure State Council and Committee agendas and minutes are produced, distributed and published within established timeframes. • Produce, maintain and distribute annual governance calendar incorporating State Council, Committee, and Member meetings, election, induction, and performance evaluation cycles. • Ensure decisions of State Council are communicated to internal and external stakeholders, recorded, actioned to the appropriate officers and reported upon in the State Council status report. • Proactively follow up decisions to ensure timely and appropriate action and reporting. • Administer the organisation's board portal and ensure appropriate access, contact details and user-friendly functionality for State Councillors and other users. • Improve, document, and ensure adherence to confidentiality protocols and practices. • Ensure State Councillors' sitting fees and expense claims are processed accurately and in a timely manner. • Manage and respond to internal and external correspondence and inquiries relating to State Council and governance of WALGA, including confidential and politically sensitive issues.
State Council Liaison	<ul style="list-style-type: none"> • Liaise with State Councillors and provide high quality and timely advice in relation to meeting, administrative, sitting fee, and travel reimbursement matters, and ensure high quality and professional support services. • Provide technical support and assistance to State Councillors and other users of the organisation's board portal. • Triage politically and other sensitive issues raised by State Councillors to other parts of the organisation.
Meeting Services	<ul style="list-style-type: none"> • Ensure accurate minutes for all State Council and Committee meetings are produced in accordance with relevant governance standards and timeframes. • Manage all meeting logistics, including room set-up, technology accessibility, catering arrangements and other equipment as required. • Serve as minute secretary for all State Council, Committee, and Member (e.g. AGM) meetings ensuring accurate recording of decisions in a live, high-pressure political environment.
Corporate Reporting	<ul style="list-style-type: none"> • Create advocacy positions in accordance with the intent of State Council decisions.

	<ul style="list-style-type: none"> • Maintain, update and publish the organisation's public facing Advocacy Positions Manual. • Ensure State Council and Annual General Meeting status reports are produced and distributed in accordance with governance standards. • Produce the State Councillor Report Guide in advance of Zone meetings to enable State Councillors to report to Zone delegates on State Council's activities and priorities. • Contribute governance reporting to the Annual Report, and other public facing publications. • Contribute reports to agendas and other publications.
Project Management	<ul style="list-style-type: none"> • Organise regional meetings of State Council including managing all logistics such as travel arrangements, accommodation room bookings, meals and functions, communicating with State Councillors and other stakeholders, and troubleshooting and responding to issues. • Manage and coordinate delivery of the Association's Honours Program in line with budget, timeframe and confidentiality requirements, including communication and liaison with nominators, nominees and the Honours Panel, preparation of meeting packs, coordination of Honours Panel meetings, production of brochures, certificates and awards, and management of awards ceremony. • Provide project support to the Association and Corporate Governance team and contribute to major projects and strategic initiatives.

Key Relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, make recommendations for improvement and provide updates. • Receive advice and report on progress towards business objectives and future directions. • Provide advice and contribute to decision making and team priorities. • Identify emerging issues/risks and their implications and propose solutions. • Report on progress towards business objectives and discuss future directions.
Team	<ul style="list-style-type: none"> • Contribute to a positive culture and workplace environment through teamwork, sharing knowledge and supporting colleagues.
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on a range of project related issues and strategies.

	<ul style="list-style-type: none"> • Optimise engagement to achieve defined outcomes. • Manage expectations and resolve issues. • Exercise discretion in dealing with confidential and sensitive documentation and material.
External	
State Councillors	<ul style="list-style-type: none"> • Act as the primary administrative liaison for State Councillors and other Committee members providing tactful, accurate and appropriate advice and high-quality customer service. • Coordinate meetings and provide logistical and administrative support. • Manage expectations and triage and resolve issues. • Monitor, direct and address enquiries.
Stakeholders	<ul style="list-style-type: none"> • Establish professional networks and relationships across other jurisdictions to maintain currency of issues, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues particularly in relation to governance. • Engage in, consult and negotiate the development, delivery and evaluation of projects. • Manage expectations and triage and resolve issues. • Communicate needs, facilitate routine business transactions. • Monitor, direct and address enquiries.
Supplier/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage expectations and resolve issues with service providers. • Communicate needs, facilitate routine business transactions and resolve issues.

Key Competencies

Knowledge and Experience	<ul style="list-style-type: none"> • Proven track record in providing professional administrative / secretariat support to boards and committees and to senior managers in private or public sector organisations. • Understanding of database management principles. • Experience in a customer service organisation or role. <i>(Desirable)</i> • Knowledge of decision-making processes, meeting procedures and responsibilities. • Experience in the preparation of agendas, business papers and minutes. • Proven ability to handle sensitive information with discretion and maintain confidentiality • Knowledge of Local Government, including Local Governments' decision making processes. <i>(Desirable)</i> • Qualifications in business administration or management and/or experience in a suitable environment. <i>(Desirable)</i>
Skills	<ul style="list-style-type: none"> • Comprehensive written and verbal communication skills, including the ability to prepare concise and accurate reports.

	<ul style="list-style-type: none"> • Effective organisational, decision-making and problem-solving skills with the ability to work under pressure in a politically sensitive environment. • Sound interpersonal skills with the proven ability to positively influence stakeholder relationships. • Strong problem-solving skills, with the ability to identify issues and develop effective solutions • Highly developed computer literacy/keyboard skills particularly with Microsoft Office, website and board portal applications. • Database management skills. • Project management skills. • Highly developed customer service skills and ability to establish relationships.
Behaviours	<ul style="list-style-type: none"> • Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA • Contribute to a collaborative and inclusive work culture and establish relationships with stakeholders, focusing on building trust and rapport • Take ownership of work and seek opportunities to contribute proactively • Identify opportunities and implement initiatives for ongoing improvement • Uses a customer-centric approach to anticipate and meet the evolving needs of members and stakeholders • Listens to, collects and responds to member and stakeholder feedback • Adapts change plans based on changing circumstances and feedback. • Show an awareness of the principles of Workplace Health & Safety and applies them by taking care and being alert about issues in the workplace • Foster a culture of openness and support regarding mental health and well-being, encouraging employees to seek help when needed
Values	<p>Ability to demonstrate and apply WALGA's values.</p> <ul style="list-style-type: none"> • Respect - We act honestly, with integrity and respect • Excellence - We strive for excellence and an environment of continuous improvement • Accountability - We take responsibility and work openly and transparently • Collaboration - We value strong relationships and partnerships • Curiosity - We encourage a spirit of enquiry, and an innovation mindset