

Job Title: Governance and Communications Support Officer

Reporting to: Quality Assurance Manager

Staff management: Nil

Job purpose

The Governance and Communications Support Officer provides essential support across both governance and communications functions within the Council. This role is responsible for processing official information requests under the Local Government Official Information and Meetings Act (LGOIMA), supporting the Communications Advisor in delivering clear, effective messaging and engagement, and providing backup support to the Governance Administrator.

Specific duties and responsibilities

Governance Support

- Provide backup support to the Governance Administrator in coordinating and facilitating Council meetings, workshops, and public engagement sessions.
- Assist with the preparation and distribution of Council and committee meeting agendas, minutes, and supporting documentation when required.
- Ensure compliance with relevant legislative and procedural requirements related to governance.

Communications and Public Engagement

- Support the Communications Advisor in preparing media releases, social media content, newsletters, and other public communications.
- Assist in developing and implementing Council's communication strategies and public engagement initiatives.
- Monitor media coverage and social media channels, responding to public inquiries in coordination with the Communications Advisor.
- Assist with the creation and maintenance of website content and other digital communication channels.
- Ensure consistency in Council's messaging and branding across all communications.

Official Information Requests

- Process requests under the Local Government Official Information and Meetings Act (LGOIMA), ensuring compliance and timely responses.
- Liaise with internal stakeholders to source information for official requests.

Stakeholder and Relationship Management

- Work collaboratively with internal teams to support governance and communication functions.
- Liaise with elected members, senior staff, media, and community stakeholders as required.
- Build and maintain strong working relationships with external agencies, including the Office of the Ombudsman and the Privacy Commissioner, regarding information requests.

Key Relationships

Internal:

- Senior Management Team
- Office of the CE

- Various Council departments
- Mayor and Councillors

External:

- Media representatives
- Community stakeholders
- Local businesses and organisations
- Government agencies and industry bodies

Skills, experience and education

Education and Certification:

- Tertiary qualification in communications, public administration, governance, or a related field is desirable.

Experience:

- Experience working in local government, public sector, or a regulatory environment.
- Experience in communications, governance, or information management roles.
- Experience in public sector governance, information management, or communications.

Skills:

- Excellent written and verbal communication skills, with the ability to present information clearly to a range of audiences.
- Strong interpersonal skills and ability to work collaboratively across teams.
- Ability to manage sensitive and confidential information with discretion.
- High level of accuracy and attention to detail in preparing documents and communications.
- Strong organisational skills, with the ability to manage multiple priorities and meet deadlines.
- Analytical thinking and ability to interpret and apply legislative requirements effectively.
- Understanding of local government governance processes and communications practices.
- Knowledge of media relations, digital communications, and public engagement practices.

Health and Safety

- Adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- Identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- Report all accidents and near miss events.
- Be familiar with emergency procedures.
- Ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- Implement the removal of hazards where practicable and provide training in this area.
- Investigate accidents and near miss events.
- Ensure staff are trained and kept up to date with any new work safe policy changes.
- Ensure visitors and contractors operate under the Council health and safety policy and procedures.

Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

General Duties

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.