

<b>Directorate:</b>	City Futures	<b>Department:</b>	City Economy
<b>Position Grade:</b>	Grade 11	<b>Reports to:</b>	Manager, City Economy
<b>Last review:</b>	August 2023	<b>Next review:</b>	August 2025
		<b>Version No.:</b>	4.0

**Position purpose:**

To work with the Manager City Economy and team to develop and maintain a high level of service to internal and external customers and manage and co-ordinate key business contact services as delivered to local businesses and key Council stakeholders. The role will also work closely with the Office of the Director City Futures to deliver targeted business events and forums and support the delivery of the implementation of Council's 2023-2029 Economic Development Strategy.

**Key accountabilities/responsibilities:**

Responsible for:

- 1) The co-ordination and management of Council's business events program including working with external stakeholders, third party suppliers and other Directorates across Council to ensure effective development and delivery of program content and event logistics management.
- 2) The co-ordination and completion of project support tasks related to the Economic Development program portfolio, the Client Relationship Management Database, and supporting work related to Council's Committees on Tourism, the CBD and the Intermodal including agenda and minute taking for Project Taskforces, which at times may be conducted outside normal working hours.
- 3) The co-ordination and finalisation of Council reports, responses to Councillor, Mayoral and Chief Executive requests, general management of incoming and outgoing correspondence, management of diary and appointments and preparation of high-level commercial collateral for stakeholder meetings and presentations
- 4) Performing daily administration duties of the Unit, including use of all MS Suite of programs and applications, marketing campaigns, statistical analysis, and key corporate reporting including daily management of the Unit's budget
- 5) The provision of support to a range of communications and promotional campaigns including co-ordinating council's business e-newsletter, "push" marketing of events program and assisting Council's Communications team in promoting Council's small business program via social media channels
- 6) The preparation of documentation including corporate and council reports, statistical reports and ad hoc reports as requested by the Manager City Economy
- 7) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.
- 8) Co-ordinating responses to ad hoc requests and tasks

**Decisions made in the position:**

- 1) Decide what action and processes to follow in accordance with Council's operating procedures.
- 2) Prioritise own work activities in accordance with Council's business and customer objectives.

**Decisions referred:**

- 1) Matters with a complex nature.
- 2) Sensitive matters from the public to be brought to the Manager's attention.

**Key issues/challenges:**

- 1) Managing and prioritising own workload whilst continuing to improve systems, procedures and their application to the task and responsibilities.
- 2) Commitment to Values.
- 3) Executing the above responsibilities in a manner, attitude and style which reflects and actively embodies the values and principles of Liverpool City Council and conforms to Council's standards of professionalism and ethics.
- 4) Completion of required professional support and administrative duties within the specified timeframes and in a cost-effective manner with customer satisfaction focus.

**Key working relationships:**

- Mayor's Office
- Manager City Economy
- Internal agencies
- Communications Unit
- CEO's Office
- Office of Director City Futures
- External agencies

## POSITION SPECIFICATION

### ESSENTIAL CRITERIA

#### Qualifications/Licences

- Diploma Business Administration or Certificate IV or demonstrated experience in similar role.
- Current Class C Drivers Licence

#### Experience

- Minimum 4 years' experience in a business-related organisation or public sector agency
- Extensive experience in office operational tasks including customer service, stakeholder engagement, budget maintenance and experience in specialist support functions with an ability to manage varied workloads, whilst balancing competing tasks
- Demonstrated experience in handling complex enquiries and complaints for both internal and external stakeholders.
- Demonstrated experience in preparing correspondence, records management, and use of a centralised database or like
- Highly developed skills in full MS Suite of programs and applications including preparation of high-quality business presentations.

#### Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity
- Ability to be proactive and take initiative.
- Strong organisational skills with ability to plan, prioritise and deliver multiple tasks on time.
- Good communication skills, both verbal and written
- Sound computer skills particularly in the use of the Microsoft Office Suite

### DESIRABLE CRITERIA

#### Qualifications/Licences/Experience/Knowledge and Skills

- Diploma in Business, Certificate IV, or currently studying subjects in business and/or social sciences

**LIVERPOOL  
CITY  
COUNCIL**



## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**