



Position Description

Position Title:	Corporate Support Officer (CSO)
Reports to:	Corporate Manager Business & Technology
Status:	Permanent Parttime Position – 25 hrs per week (avg)
Department:	Administration
Classification:	Band 5 Level A-D
Employment Conditions	As per Your Library Limited Enterprise Agreement, company policies, guidelines, and procedures

The position

Corporate Support Officer (CSO) is employed by Your Library Limited (YLL).

The CSO provides direct support and assistance to the Board, Corporate Management Team (CMT) and other senior employees. The CSO will have proven experience and skills in a broad range of administrative support functions and be able to manage competing priorities.

Organisational relationships

The CSO operates under the auspice of the Corporate Manager, Business and Technology (CMBT)

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> The Board Chief Executive Corporate Management Team (CMT) 	<ul style="list-style-type: none"> Knox, Maroondah, and Yarra Ranges Councils, Councillors, and staff Local communities of the three-member Councils — both users and non-users of library services Educational institutions & regional organizations Professional organisations and groups
<ul style="list-style-type: none"> YLL staff 	

Responsibilities

Accountability and extent of authority

The prime responsibility of the CSO is to provide direct support and assistance to the Board, Corporate Management Team (CMT) and other senior employees.

The freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact on the performance of the employees being supported.

The freedom to act is also governed by clear objectives and/or goals, frequent prior consultation with more senior staff, and a regular reporting mechanism to ensure adherence to plans.

Judgement and decision-making

The CSO may face problems/challenges of a complex or technical nature with solutions not related to previously encountered situations, and some creativity and originality is required.

The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

Guidance and counsel may be available within the time available to make a choice.

Specialist knowledge and skills

The appointee:

- requires an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long-term goals of the Board and the company's administration, and an appreciation of the goals of the wider organisation.
- will have the skills to develop agendas, minutes, action lists, board calendars and reports to high standards.
- requires an understanding of the relevant technology, procedures and processes used within Your Library administration services.
- requires an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- will have exceptional time management and work under pressure to meet competing goals/deadlines.
- requires an understanding of procurement, resource allocation/rostering and finance in a corporate setting.

Management skills

The appointee requires skills in managing time, setting priorities and planning and organising their own work and, in appropriate circumstances, that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available, and within a set timeframe.

Inter-personal skills

The appointee:

- requires the ability to gain co-operation and assistance from stakeholders, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
- will be expected to write reports, letters, grant applications, etc. and/or to prepare external correspondence as required with support from relevant employees.

Qualifications and experience

- a) A recognised degree or other relevant tertiary qualifications
- b) Relevant experience in administrative support within a library service, local government or customer focused organisation.
- c) Excellent communication skills and corporate writing experience (board reports, minutes, papers, etc.)
- d) High level of computer/digital literacy with expert level Microsoft Office skills