

POSITION TITLE:	Emergency Management Officer	CLASSIFICATION:	Band 5
REPORTS TO:	Head of Emergency Management	DIRECTORATE:	Environment & Infrastructure
DEPARTMENT:	City Operations	TEAM:	Emergency Management

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable and delivering effective services to our community.

VISION

Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

The Emergency Management Officer supports Council's readiness and response to emergencies, supporting the community before, during, and after crises. This role works collaboratively with internal staff and external organisations to ensure effective outputs of the Unit.

Key responsibilities include providing administration and project support to the Head of Emergency Management and the Municipal Emergency Management Planning Committee. Assist in the planning and delivery of community resilience initiatives. Promotes best-practise emergency management internally and externally.

RESPONSIBILITIES	KEY OUTCOMES
Strategic Partnerships and Advocacy	➤ Work in partnership with the community and other local, state or federal agencies to promote emergency management strategies, education programs and activities. ➤ Collaborate and maintain strong relationships with external and internal stakeholders to support staff and the community before, during and after times of emergency. ➤ Contribute to the strategic development and implementation of Council's emergency management responsibilities, ensuring alignment with legislative requirements and industry best practices.
Governance, Compliance, and Leadership	➤ Collaborate in the overall delivery of Council responsibilities in planning, exercising, preparation, response and recovery functions and statutory requirements in municipal emergency management. ➤ Contribute to Council's emergency management capability and ensure a level of readiness to respond to emergencies. ➤ Maintain up-to-date industry knowledge by monitoring legislative updates, policy reforms, and emerging trends. Contribute to the ongoing improvement of Council's emergency management framework to meet evolving challenges and community needs. ➤ Participate in Council's statutory obligations under the Emergency Management Act 2013. ➤ Provide a high level of project and administration support to ensure Council's obligation under AS3745:2010 Planning for Emergencies in Facilities, ensuring Council wide staff preparedness.
Workforce Capability and Organisational Preparedness	➤ Support internal initiatives to aimed to equip Council staff with the necessary skills to manage and respond to emergencies effectively. ➤ Promote a culture of responsibility and preparedness across the organisation.

KEY WORKING RELATIONSHIPS



Direct reports:

None

Internal:

Head of Emergency Management, Manager City Operations, Chief Wardens, MEMO team

External:

Emergency services i.e. Victoria Police, Ambulance Victoria, Fire Rescue Victoria, State Emergency Services and other agencies as required.

REQUIRED SKILLS AND COMPETENCIES

Accountability and extent of authority	- Ability to supervise and guide resources, teams or other employees effectively, ensuring adherence to defined objectives and budgets while maintaining regular communication and reporting to senior management. - Competence in providing specialist advice or regulating client interactions within established guidelines, with an understanding of the implications of decisions and the ability to navigate appeals or reviews by senior staff - Capacity to provide direct support to senior employees, exercising broader decision-making freedom that impacts overall team performance and outcomes, while maintaining alignment with organizational standards and procedure
Judgement and decision making	- Ability to assess well-defined objectives and select the most suitable methods, technologies, or processes from various alternatives, leveraging professional knowledge and experience - Competence in tackling complex or technical issues that require innovative solutions, demonstrating originality and resourcefulness when faced with unfamiliar challenges. - Skill in seeking and incorporating guidance and advice from colleagues or experts, ensuring informed decision-making within the necessary timeframes.
Specialist knowledge and skills	- Deep understanding of relevant technologies, procedures, and processes specific to the operating unit for effective supervision and management. - Strong grasp of the underlying principles of regulations, enabling accurate interpretation and application distinct from routine practices. - Comprehensive knowledge of the senior roles within the unit, long-term goals of the team, and alignment with the broader organizational objectives and policies. - Sound computer skills and experience in Microsoft Word and Excel, with a willingness and ability to learn new systems and teach others in systems - Ability to provide a high level of customer service to internal and external stakeholders and the team. - Time management skills to organise workload and meet deadlines. - Comfortable working with digital platforms to enhance emergency preparedness and reporting.
Interpersonal skills	- Strong verbal and written communication skills to engage clients and colleagues clearly and professionally - Ability to work cooperatively with diverse groups, fostering a supportive environment and building strong relationships. - Skilled in addressing issues and mediating conflicts, promoting positive outcomes and mutual understanding. - Friendly and proactive attitude to positively contribute to the team culture. - A commitment to and willingness to learn. - Good level of written communication skills and attention to detail.
Qualifications and experience	- A certificate/degree or diploma in a relevant field is preferred, though lesser formal qualifications may be acceptable with equivalent work experience. - Demonstrated work experience in local government or similar sector that showcases applicable skills and knowledge. - Proficient in Microsoft Office with a strong ability to apply these skills in a practical work setting. - Must possess a current Working with Children Check/Valid Police Check or be willing to obtain both prior to commencing employment - This role may be required to complete routine medical checks, undergo fit to work testing, update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards. - Current Victorian driver's licence. - Willingness to undertake necessary background checks relevant to emergency management roles.

Capability Framework: Level 1 Foundational

Capabilities are the essential skills and behaviours needed for effective role fulfillment, represented as observable actions

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project
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Change	"Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.
Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: March 2025