



Find your career at
the City of Ballarat



A guide to the Business Units, Tasks and Roles.

In this guide you will see a multitude of roles and tasks that make up every day workplace needs at the City of Ballarat. A career with the City of Ballarat provides you the scope to enhance your skills and experience within your professional area or find a new and exciting career with the many options available.

CEOS OFFICE	
Executive Office	
Tasks	Roles
<ul style="list-style-type: none"> · The Executive Office provides strategic support for the Mayor and Councillors in their civic responsibilities. · Strategic support and Executive Assistance for the Chief Executive Officer and Executive Leadership Team in delivering on their objectives. · Preparation of documentation and reports for the Chief Executive Officer, Mayor and Councillors. · Diary management and event coordination. · Stakeholder engagement and relationship management with dignitaries and politicians. · Delivery of citizenship ceremonies and coordination of Ballarat residents becoming Australian Citizens. · Delivery of all Civic Receptions and tasks. · Coordination of Town Hall operations inclusive of hospitality, customer service and facility coordination. · Coordination of advocacy and lobbying to advance strategic direction and attract funding. 	<ul style="list-style-type: none"> · Head of Executive and Civic Services · Business Support Officer · Advocacy and Lobbying Lead · Advocacy Officer · Team Leader Civic Services · Business Support Officer Civic Support · Town Hall Keeper

Communications and Design

Tasks	Roles
<ul style="list-style-type: none"> · The Communications and Design team provides internal services to the organisation in the areas of strategic communications planning, branding strategy and design, social media and communications strategy, public relations and media. · Provides public relations and issues management advice. · Provides accurate and timely research, writing and editing services, media release distribution, media responses, community newsletters, stakeholder messages, comments/opinions, briefing notes and other communication materials, as required, on behalf of Council, the Mayor and Leadership Team. · Coordinate and manage media and communication activity and stakeholders. · Coordinate digital communications activities · Creates opportunities for the community to engage with Council through community magazines and publications, website, social media, email and direct mail. · Website and social media management · Media relations and risk management. · Internal communications 	<ul style="list-style-type: none"> · Head of Communications and Design · Coordinator of Communications · Communications Officer · Visual Communications Officer · Digital Content Producer (Website and Social Media)

CORPORATE SERVICES

Financial Services

Tasks	Roles
<ul style="list-style-type: none"> · The Financial Services team works across council to support sound financial management and reporting. This includes supporting teams to: <ul style="list-style-type: none"> · Build financial capacity and literacy; and · Set, monitor and manage budgets · The primary objective of the team is to provide meaningful financial data and reporting to support the Executive Leadership Team and Council in making business decisions 	<ul style="list-style-type: none"> · Executive Manager · Payment and Receipts Coordinator · Management Accounting Coordinator · Financial Accounting Coordinator · Financial Accountant · Management Accountant · Finance Administration · Accounts Payable Officer · Accounts Receivable Officer

Information Services	
Tasks	Roles
<p>The ICT Department provides the technology across Council to support the various services. The use of ICT increases a Council's efficiency, effectiveness, and promptness in serving customers.</p> <p>This includes:</p> <ul style="list-style-type: none"> · Cyber Security · Data Management · Knowledge Management · Traditional Helpdesk · Voice and Data Networking · Application Support and Development · Vendor and Contract Management 	<ul style="list-style-type: none"> · Executive Manager ICT · Core Systems Support Officer · Business Systems Support Officer · ICT Customer Support Officer · ICT Contracts and Assets Officer · Infrastructure Services Analyst · ICT Customer Support Team Leader · ICT Governance Coordinator · Electronic Records Administrator · Electronic Records Officer · ICT Governance Officer · Infrastructure Services Team Leader · Core Systems Support Team Leader · Business Systems Support Team Leader
Fleet Management	
Tasks	Roles
<ul style="list-style-type: none"> · The Fleet Management team manage the Council's extensive range of Plant and Equipment. This includes trucks, tractors, passenger cars, utes, mowers, trailers and small plant. Fleet Management also manage the purchasing and disposal, maintenance and repairs, accident claims and GPS systems with all City of Ballarat vehicles. 	<ul style="list-style-type: none"> · Manager Fleet Services · Fleet Administrator
Revenue and Procurement	
Tasks	Roles
<ul style="list-style-type: none"> · The Revenue team are responsible for levying and collecting Council rates and charges, issuing supplementary rate notices, maintaining the property and rating database, approving road names and allocating street numbers. · Procurement involves the co-ordination of tenders, awarding contracts and ensuring the organisation complies with Council's adopted Procurement Policy. 	<ul style="list-style-type: none"> · Manager Revenue and Procurement Services · Revenue Coordinator · Revenue Officers · Revenue Assistants · Procurement Coordinator · Procurement Officers

People and Culture	
Tasks	Roles
<p>The People and Culture team makes sure Council, and its service units have the right number of staff with the right skills and attitudes (now and into the future) to provide excellent service to the community. It provides specialist human resources advice and people development support in:</p> <ul style="list-style-type: none"> · Recruitment and selection · Workplace relations and industrial relations · Workforce planning and development – that develops our people and organisational capability · Remuneration and Benefits · Distributed/remote work teams planning and engagement · Diversity and inclusion advise and advocacy · Remuneration and payroll services · Workplace mediation services 	<ul style="list-style-type: none"> · Executive Manager · Business Partners People and Culture Lead · Business Partners People and Culture · Business Support Officer · Administration · Remuneration and Benefits Manager · Payroll and Remunerations Officer · Workplace Relations Lead · Organisational Development Lead
Governance	
Tasks	Roles
<p>The Governance team is responsible for a range of functions relating to Council's compliance with statutory requirements and the operation of Council meetings. The team provides specialist advice and support for:</p> <ul style="list-style-type: none"> · Council meetings and Council committee governance · Freedom of information · Privacy and Statutory complaints · Council policies and procedures · Safety, Injury management and Staff wellbeing · Insurance and Claims management · Organisation wide risks and Quality assurance · Staff delegations · Audit 	<ul style="list-style-type: none"> · Executive Manager · Coordinator Risk and Compliance · Coordinator Safety and Wellbeing · Statutory Compliance Officer · Administration Officer · Business Partner Enterprise Risk and Assurance · Injury Management Advisor · Business Partner Work Health and Safety
Customer Experience	
Tasks	Roles
<ul style="list-style-type: none"> · The Customer Experience team is the face of the organisation, interacting with the community by a range of channels including phone, face to face and digital. · The Customer Experience team strives to make every interaction between the organisation and the community a positive one by enabling customers to seamlessly connect with the large number of services offered via the channel of their choice. · When the team isn't working directly with customers it is utilising data analytics and Human-Centered Design techniques to identify opportunities to improve services across the organisation. 	<ul style="list-style-type: none"> · Manager Customer Experience · Systems Support Coordinator · Customer Service Officers

Business Improvement	
Tasks	Roles
<ul style="list-style-type: none"> · The Revenue team are responsible for levying and collecting Business Improvement uses innovation, data and insight to guide the evaluation of Councils existing systems and processes to identify, recommend and oversee the implementation of projects, as well as driving a culture of innovation within the Ballarat community and advance Ballarat as a Smart City. · Key skills include business analysis, project management, data analysis, data visualisation, innovation, creative and critical thinking. 	<ul style="list-style-type: none"> · Manager Business Improvement · Business Partner Business Improvement · Data Analyst · Business Analyst

INFRASTRUCTURE AND ENVIRONMENT	
Infrastructure	
Tasks	Roles
<ul style="list-style-type: none"> · The Infrastructure Department provides technical engineering expertise in asset management, civil works design, traffic engineering, surveying, civil works construction, subdivision plan approvals and inspection and storm water management. The objective of the department is to provide new civil infrastructure to allow customers amenity and safe access with the freedom to move in the areas they choose to live. 	<ul style="list-style-type: none"> · Survey · Civil Design · Traffic and Transport · Asset Management · Development · Civil Works Construction · Program Development and Delivery · Storm Water Engineering
Operations	
Tasks	Roles
<ul style="list-style-type: none"> · The Operations team is responsible for the planning, maintenance and renewal of all City assets. · The Civil Operations team is responsible for the maintenance and construction of civil infrastructure including footpaths, drainage systems and road safety signage, line marking and bridges, and is also responsible for the maintenance of roads within our municipality. The Parks and Gardens team maintains the city's vast open spaces and sports reserves, Botanical Gardens including Lake Wendouree, city entrances, arboriculture services and the extensive network of trails and waterways. 	<ul style="list-style-type: none"> · Arborist · Plant Operator · Apprentices · Ground Maintenance · Gardeners · Irrigation · Tractor Operators · Environmental Sustainability Officer · Road Maintenance Worker · Road Safety · Road Maintenance Scheduler · Administration

Property and Facilities Management

Tasks	Roles
<ul style="list-style-type: none"> · The Property and Facilities Management team provides two key services to residents of Ballarat, Property Services and Facility Management. The team manages numerous leases, licences and contracts for Council owned and/or managed community facilities. · They oversee the general upkeep, maintenance and renewal of Council owned and managed facilities and more broadly facilitate playgrounds provision and public open space and community infrastructure care. · Property and Facilities Management undertake graffiti removal, open space furniture care, public toilet cleaning and maintenance as well as the maintenance of Learmonth and Coghills Creek cemeteries and various maintenance and servicing contracts. 	<ul style="list-style-type: none"> · Facilities Management · Property Officer · Graffiti Officer · Facilities Maintenance Tradesperson · Facilities Maintenance Painter · Building Design Standards Officer · Building Asset Planner

Waste and Environment

Tasks	Roles
<ul style="list-style-type: none"> · The Waste and Environment team provides waste management services to the Ballarat residents, including Kerbside collection and operation of the Gillies Street Transfer Station. The team also undertakes street cleaning activities, such as litter cleaning, leaf removal, street and footpath sweeping. · Council is also responsible for managing waste material collection including the processing of green waste, sorting of recycling as well as the operation of the landfill at Smythesdale. · The Sustainable Environment team leads Council's response to climate change and environmental sustainability, including the installation, biodiversity protection, emissions reduction, reducing potable water use and climate adaptation. · Our Circular Economy team are focused on attracting businesses to Ballarat that both recycle waste materials but also use these materials to make new products. 	<ul style="list-style-type: none"> · Landfill Manager · Landfill Officer · Sustainability Management · Waste, Water and Energy Officer · Sustainability Officer · Strategy and Education Officer · Circular Economy Officer · Waste Management · Street Sweeping · Waste Collection · Administration

Major Projects

Tasks	Roles
<ul style="list-style-type: none"> · The Major Projects Business Unit sits in the Infrastructure and Environment Division of the City of Ballarat. The team of Project Managers plan, procure and deliver high profile projects in partnership with key stakeholders to achieve the desired outcomes and benefits of the project. This highly skilled team lead a team of like professionals to achieve the project goals often navigating complex processes along the way. · Examples of projects recently completed and currently being delivered by the Major Projects team are Her Majesty's Theatre Stage 3, MARS Stadium upgrade works, Ballarat Sports and Entertainment Centre (Selkirk Stadium) Stage 2, Victoria Park soccer pavilion and pitch construction and Central Library upgrade. 	<ul style="list-style-type: none"> · Project Manager · Project Officer

COMMUNITY WELLBEING

Engaged Communities

Tasks	Roles
<ul style="list-style-type: none"> The Engaged Communities team is directly responsible for the creation, development and facilitation of Council's Municipal Public Health and Wellbeing Plan and a raft of community focused plans and projects. A key element of the team is to provide expertise and support in the areas of community engagement, community safety, health, social planning, access and inclusion, and emergency management, intercultural services and to work with internal and external partners to design and deliver integrated community projects and community spaces. The team also plays a prominent role in the broader community coordinating reference groups, running engagement processes, liaising with stakeholders and administering Council's grants programs. 	<ul style="list-style-type: none"> Social Planning Officer Health Promotion Officer Community Development Officer Community Engagement Officer Community Inclusion Officer Intercultural Officer Community Infrastructure Officer Aboriginal Community Liaison Officer Emergency Management

Libraries and Lifelong Learning

Tasks	Roles
<ul style="list-style-type: none"> City of Ballarat Libraries are welcoming and inclusive spaces that are used by all of the community to access books and information, to read, study, work, play and relax in. Library staff provide access to books, information and eResources and deliver a range of programs for the community including story times, book clubs, technology support, iPad classes, author talks, STEAM activities and home library service. 	<ul style="list-style-type: none"> Librarian Collections Library Officer Learning Service Officers Reader Services and Marketing Community Programming Children's programming Outreach

Ageing Well

Tasks	Roles
<ul style="list-style-type: none"> Regional Assessment Service conduct assessments under the My Aged Care framework to assist aged people to remain living as independently in their home as they can. City of Ballarat has a number of programs, services and activities to meet the needs of our residents aged 55 years and over and to Aboriginal and Torres Strait Islander residents over 50 years. 	<ul style="list-style-type: none"> Program Support Administration (Certificate 3,4 or Diploma) Regional Assessment Service Assessors Social Activities Officer & Planner Community Connections Sector Engagement and Development

Family, Youth and Children's Services

Tasks	Roles
<ul style="list-style-type: none"> · Through the implementation of the Municipal Early Years Plan and Youth Services Plan, the Family, Youth and Children's Services unit provides services, infrastructure and advocacy to improve the health and development, learning and outcomes of Ballarat's children and young people from birth to 25 years. Services include Maternal and Child Health, Immunisation (childhood and school), childcare and kindergarten programs, supported Playgroups, Parent Place, Youth Services and sector leadership and partnership development. These are facilitated through activities such as Best Start and Live4Life, coordination of events such as Children's Week, Harmony Week and Youth Awards, and planning and provision of community infrastructure for children, young people and families. 	<ul style="list-style-type: none"> · Early Childhood Educator (Cert 3 and Diploma) · Early Childhood Teacher (Bachelor) · Centre Cook · Centre Coordinator · Maternal and Child Health Nurse (Enhanced and Universal) · Immunisation Nurse · Infant Mental Health Consultant · Coordinator Youth Development · Youth Development Officer · Coordinator Early Years Partnerships · Early Years Education and Engagement Officer · Supported Playgroup Facilitator · Parent Place Facilitator · Administration Officers ·

Recreation Services

Tasks	Roles
<ul style="list-style-type: none"> · Recreation Services provides a range of sports related services to the City of Ballarat, including Sports Infrastructure Projects, Strategic Sport and Recreation Planning, Sports Grounds Management, Major Sports, Events Acquisition and Planning. Active Recreation and management of the Ballarat Lifestyle and Aquatic Centre, Mars Stadium and the Ballarat Regional Soccer Facility. 	<ul style="list-style-type: none"> · Sports and Recreation Strategic Planning · Sports Project Managers · Sports Participation Project Officer · Club Development Project Officer · Capital Planning and Project Delivery · Aquatic and Leisure Centre Management · Recreation Officer · Customer Experience Officer · Aquatic Education Teacher · Lifeguard · Health Club Officer · Gymnastic Teacher · Administration

DEVELOPMENT AND GROWTH**Development Facilitation**

Tasks	Roles
<p>The Development Facilitation Unit includes statutory planning, strategic planning and sustainable growth. Planning deals with:</p> <ul style="list-style-type: none"> · Managing population growth and change · Planning for heritage and culture, including managing local heritage places · Protection of biodiversity · Environmentally Sustainable Development · Support provision of affordable and social housing · Preparation of master plans and Urban Design Frameworks · Preparation of strategic plans · Issue decisions on statutory planning applications · Preparation of Precinct Structure Plans · Manage Developer Contributions, including negotiation of Works In Kind agreements for delivery of infrastructure in the growth areas · Coordinate implementation of growth areas infrastructure · Ongoing management of the Ballarat Planning Scheme, through planning scheme amendments · Facilitate strategic transport infrastructure · Liaison with state government on heritage, infrastructure and planning matters · Makes submissions · Prepare grants to state and federal government through various funding streams · Provision of data and GIS mapping for use by key stakeholders · Customer service, including general enquiries 	<ul style="list-style-type: none"> · Manager Statutory Planning · Principal Statutory Planner · Senior Statutory Planner · Statutory Planner · Planning and Technical Support Officers · Sustainable Growth Officer · Manager Strategic Planning · Principal Strategic Planner · Senior Strategic Planner · Strategic Planner · Manager Sustainable Growth · Counter Planner · Development Contributions Accountant · Principal Planner Sustainable Growth · Sustainable Growth Planner · Senior Project Engineer · Coordinator Heritage · Heritage Advisor

City Design

Tasks	Roles
<p>The City Design Unit is responsible for supporting excellent design outcomes across the municipality. Its key functions are to:</p> <ul style="list-style-type: none">· Develop visionary, practical and robust urban design and landscape design concepts and contribute to the preparation of urban context analysis and reports for major infrastructure projects· Provide expert advice to the organisation and the community on issues, projects and processes relating to urban design, architecture, landscape design, heritage, and environmentally sustainable design· Manage all aspects of heritage conservation, interpretation, promotion and provision of strategic and practical heritage advice and coordinate the delivery and implementation of heritage related policy and projects· Coordinate the Ballarat Design Review Panel· Coordinate the Ballarat Heritage Advisory Committee.	<ul style="list-style-type: none">· Executive Manager City Design· Team Leader City Design· Senior Landscape Architect· Vegetation Officer

Regulatory Services

Tasks	Roles
<p>Building Services</p> <p>Council's Building Department carry out the statutory function under the Building Act that looks to ensure the safety and health of people using or occupying buildings and place of public entertainment within the Municipality.</p> <p>Animal Management</p> <ul style="list-style-type: none"> The Animal Management team works with the community to educate, assist and enforce responsible pet ownership and compliance under the Domestic Animals Act, Impounding of Livestock Act and Local Laws. <p>Compliance and Parking roles</p> <ul style="list-style-type: none"> The City of Ballarat employ several Traffic Officers who undertake a range of activities to contribute to traffic management with a focus on enforcement of parking restrictions which lead to a safe environment for all and provide everyone with the opportunity to use these facilities. <p>Administration</p> <ul style="list-style-type: none"> Administration Officers provide administrative support to a range of service units across the Regulatory Services division. They are responsible for carrying out the inputting and updating of information across department databases; maintaining documentation relevant to applications, permits, licences, and infringements; processing of infringement appeals, applications, reports, letters, and meeting minutes; and act as a primary first point of contact and customer service point for the department. <p>Environmental Health Officer</p> <ul style="list-style-type: none"> The practice of Environmental Health has been defined as, "...the assessment, correction, control and prevention of environmental elements that can potentially adversely affect human health..." (Department of Health and Ageing/Health 1999). Environmental Health Officers work in the following areas: food safety, infectious disease surveillance (of body piercing, personal care services, accommodation), assess recreational water quality standards, domestic onsite wastewater management systems, environmental pollution and nuisance investigations and emergency management. 	<ul style="list-style-type: none"> Executive Manager Regulatory Services Coordinator Compliance Parking and School Crossings Team Leader Compliance and Parking Traffic Officer Compliance Officer Team Leader Parking Infrastructure and School Crossings Technical Officer Meter Technician School Crossing Supervisor Project Officers Coordinator Environmental Health Team Leader Environmental Health Health Services Officer Environmental Health Officer Coordinator Animal Services Team Leader Animal Management Animal Attendants Animal Management Officer Animal Shelter Supervisor Animal Handler Building Compliance Officer Coordinator Building Services Municipal Building Surveyor Business Support Officer Administration Officers

Visitor Economy

Tasks	Roles
<p>Industry and Product Development</p> <ul style="list-style-type: none"> The Visitor Economy team help to develop tourism product across the city. This includes working with businesses to help them prepare product for visitors such as restaurants, accommodation, tours and attractions. They also look at developing city-wide product such as cycling trails, historical walks and events to encourage people to visit the city. <p>Marketing</p> <ul style="list-style-type: none"> The Visitor Economy Marketing team promote what Ballarat has on offer to potential visitors. This includes planning marketing campaigns, preparing visits for journalists and influencers and managing the Digital Marketing for Ballarat. Additionally, the team look after the Visit Ballarat web site that contains information for visitors about where to stay and eat and what to do on their visit. Another area of this team is to undertake research into the types of visitors the city may have to ensure that both the product development and marketing meet the needs of this group. Partnership between local and state government, and the tourism industry, Tourism Midwest Victoria's focus is to support visitation to the City of Ballarat, and the shires of Pyrenees, Moorabool, Golden Plains (south of Ballarat to Rokewood) and Hepburn (Creswick and Clunes). <p>Visitor Information Centre</p> <ul style="list-style-type: none"> Located within the Town Hall, Visitor Information Staff greet visitors and assist them with planning their trip to Ballarat. Visitor Information Centre staff also attend key events to market the city. 	<ul style="list-style-type: none"> Executive Manager Visitor Economy Coordinator Marketing Marketing Officer Marketing and Communications Officer Digital Content Producer Sustainable Destination Development Coordinator Visitor Economy Projects and Industry Support Officer Visitor Economy Officers Executive Support

Economic Growth

Tasks	Roles
<p>The Economic Growth Unit is responsible for facilitating investment and supporting job creation and a vibrant and diverse economy. Its key functions are to:</p> <ul style="list-style-type: none"> Provide business concierge services to make it as easy as possible for businesses to deal with Council Develop partnerships and strategic relationships that help deliver funding, investment and new developments Facilitate major investments, including in priority precincts identified for urban renewal, regeneration and industrial growth Facilitating training, skills development and programs that help businesses to fill skills and staff gaps Manage and analyse economic data and research that supports businesses and the economy to thrive, expand and make good decisions Support a business and commercial led transition to a circular economy 	<ul style="list-style-type: none"> Executive Manager Economic Growth Coordinator Economic Growth Economic Development Officers Strategic Grants Officer Coordinator Creative City Creative City Officer Public Art Officer Airport Management Airport Commercial Management World Heritage and Regional Development Lead/Officers

Arts and Events

Tasks	Roles
<ul style="list-style-type: none"> · The Eureka Centre delivers a visitor experience that connects diverse audiences with Eureka’s multilayered and contested story. · The Events Unit develops, delivers, attracts and supports events to enhance community life, to reinforce the Ballarat brand, and to attract visitor spend into the local economy. · Her Majesty’s Theatre is Australia’s best-preserved theatre and the premier performing arts centre of Ballarat since 1875. · Arts and Culture guide the ongoing development of arts and culture and other creative local industries to position Ballarat top of mind as regional Australia’s leading creative city, and for the community to value the arts and creativity. 	<ul style="list-style-type: none"> · Manager Her Majesty’s Theatre · Theatre Technician · Box Office Assistant · Front of House Assistants · Manager Events · Event Officers · Manager Eureka Centre · Visitor Services Officers · Education and Public Program Officer

Art Gallery of Ballarat

Tasks	Roles
<p>The Art Gallery of Ballarat is Australia’s oldest and largest regional gallery. It provides the following:</p> <ul style="list-style-type: none"> · Coordinates the Art Gallery of Ballarat Board · Manages an art collection of 11,000 artworks including documentation, storage, valuation, movement and conservation. · Management of Art Gallery facilities · Holds over 30 exhibitions per annum including the Backspace community gallery · Permanent collection displays · Travelling exhibitions and artwork loans to other galleries · Research and reproduction requests · Public programs – over 250 events per annum · Education programs – over 10,000 schoolchildren each year · Artist and teacher professional development · Develop partnerships and strategic relationships including donors · Servicing Association Members – over 2000 Members · Volunteer management- over 80 volunteers including 40 trained Gallery Guides · Venue hire · Merchandise development, retail shop and local artist development · Management of café lease · Publishing- magazine and books · Assistance and mentoring to other regional galleries 	<ul style="list-style-type: none"> · Director and Assistant Director · Collection Manager · Senior Visitor Experience Officer · Business Services Manager · Art Handler · Education Officers · Visitor Experience Officers · Marketing and Public Programs Officer · Exhibition and Graphic Designer · Registrar Exhibitions and Loans · Curator · Installation and Facilities Coordinator

