

Position Description (Employee)

Correspondence and Briefings Officer

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| Division | People, Performance and Technology |
| Business Unit | Customer Service |
| Grade/Band | Band 4 |
| Date position description approved | October 2019 |

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The Correspondence and Briefings Officer prepares accurate and timely responses to the community on behalf of the Office of the Lord Mayor and Office of the CEO. The incumbent will partner with diverse stakeholders across the organisation to ensure written material is of high quality, consistent, comprehensive, relevant and accurate to help the City deliver on its purpose to Lead, Govern and Serve and achieve Sustainable Sydney 2030.

Key accountabilities

- Coordinate and prepare correspondence for the Office of Lord Mayor and Office of the CEO to ensure timely and accurate responses to the community.
- Develop knowledge and maintain awareness of key issues, policies and initiatives affecting the City of Sydney and its internal divisions by building relationships with internal and external stakeholders.

- Develop correspondence from briefing notes, ensuring specific issues are addressed in Plain English, in an unambiguous manner, and providing the receiver with accurate information that is easily read and understood
- Ensure the correspondence tracking system is kept up to date and accurate and that reports are generated and distributed regularly.
- Ensure high priority for key aspects of the correspondence processes including urgency, accuracy and consistency
- Liaise and collaborate with internal stakeholders, including senior Council staff, to develop, finalise and deliver high quality correspondences that meet the City's requirements.
- Comply with and keep up-to-date with any relevant legislation, and City's policies and protocols applicable to the performance of the duties of this position to ensure accurate information is communicated to the community.

Key challenges

- Delivering accurate and consistent work within a high volume environment
- Establishing and maintaining effective partnerships with City staff across the organisation to build mutual respect and nurture two-way communication.

Key relationships

| Who | Why |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internal | |
| Managers | <ul style="list-style-type: none"> • Receive advice on business objectives and discuss future directions • Identify emerging issues/risks and their implications |
| Team members | <ul style="list-style-type: none"> • Support and work collaboratively with team members • Contribute to discussions regarding key projects and deliverables |
| Stakeholders | <ul style="list-style-type: none"> • Provide advice on a range of communication related issues |
| All divisions across the City including OLM | |
| External | |
| The Community | Respond to community requests for information in a timely, respectful and accurate manner. |

Key dimensions

Decision making

The position is accountable to take any reasonable action to ensure the smooth flow of operations is maintained providing the actions are consistent with the responsibility of the position.

Reports to

Correspondence and Briefings Manager

Essential Knowledge, Skills & Experience

- Relevant tertiary qualifications in communications or a related field, or practical experience as a writer, and a high level of punctuation and grammar knowledge.
- Proven ability to understand and analyse complex policy and legislation issues and ability to quickly gain an understanding of local government issues
- Demonstrated experience working in a dynamic and highly political environment with the ability to remain positive and focused.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

| Capability Group | Capability Name | Level |
|----------------------------|--------------------------------------------|---------------------|
| Personal attributes | Act with Integrity and Courage | Intermediate |
| | Demonstrate Accountability | Intermediate |
| | Manage Self | Intermediate |
| | Display Resilience and Adaptability | Adept |
| Relationships | Work Collaboratively | Adept |
| | Communicate and Engage Respectfully | Adept |
| | Community and Customer Focus | Adept |
| | Influence and Negotiate | Adept |
| Results | Deliver Quality Results | Intermediate |
| | Create and Innovate | Foundational |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| Resources | Finance | Foundational |
| | Technology and Information | Intermediate |
| | Assets and Tools | Foundational |
| | Procurement and Contracts | Foundational |

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

| Group and Capability | Level | Behavioural Indicators |
|-------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Personal Attributes Display Resilience and Adaptability | Adept | <ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations |
| Relationships Work Collaboratively | Adept | <ul style="list-style-type: none"> • Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters |
| Relationships Communicate and Engage Respectfully | Adept | <ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats |
| Relationships Community and Customer Focus | Adept | <ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services |
| Relationships Influence and Negotiate | Adept | <ul style="list-style-type: none"> • Builds a network of work contacts/relationships inside and outside the organisation • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments Encourages others to share and debate ideas |

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|------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Results Deliver Quality Results | Intermediate | <ul style="list-style-type: none"> • Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget |
| Results Plan and Prioritise | Intermediate | <ul style="list-style-type: none"> • Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules |
| Results Think and Solve Problems | Intermediate | <ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly • Analyses numerical data and other information and draws conclusions based on evidence • Works with others to assess options and identify appropriate solutions |
| Resources Technology and Information | Intermediate | <ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness |