Mansfield Shire

Position Description

People, Communications & Governance Traineeship





People, Communications & Governance Traineeship

Vision : Together we work with our community to make Mansfield Shire an even better place.

Mission : As one team, we plan, engage, communicate and deliver for our community.

Mansfield Shire Council delivers its services through seven directorates: Executive Services; Operations & Infrastructure; Engineering Services & Capital Works; Community Health & Wellbeing; Development & Customer Services; Investment & Planning; and People, Communications & Governance. Working together across these directorates, we lead and advocate for our community, engage and collaborate with our partners, act with integrity and respect, and continually improve and innovate to deliver best value services and make the most of the skills and experience of our people.

Position Number	Classification	Date
147.1	Band 2	October 2026
Directorate	**Enquiries**	**Status**
Executive Services	Coordinator Governance & Risk	Fixed Term
Department	**Position Level**	**FTE**
People, Communications & Governance	Traineeship	1.0

Position Overview

The People, Communications & Governance Trainee assists in the delivery of a broad range of People, Communications, and Governance services while completing a structured traineeship program. The position offers practical experience in administration, internal and external communications, governance and compliance processes and records management.

Key Accountabilities

- Provide administrative and operational support to the People, Communications & Governance directorate.
- Willingness to undertake a structured traineeship program and formal study through a Registered Training Organisation (RTO) leading to a recognised qualification or on-the-job learning.
- Maintain accurate records and assist with governance, compliance, and document management processes.
- Assist in the preparation of statutory meeting agendas, minutes and other governance documentation.
- Provide administrative support for meetings, workshops, training sessions and events, including scheduling, logistics and minute taking.
- Assist in distributing communications, including media releases, Mansfield Matters and newsletters.
- Apply learnings from formal study to workplace activities and actively seek opportunities to develop knowledge and skills.
- Other duties as directed, in accordance with the responsibility and skill level of the position.
- Refer to the Position Descriptors for further key accountabilities of this position.

Organisational Relationship

Reports to	Coordinator Governance & Risk
Supervises / Manages	Nil
Internal Liaisons	All Council staff
External Liaisons	General public, residents and ratepayers. Various public and service authorities

Specialist Knowledge and Skills

Knowledge of:

- Basic administrative practices, office procedures and records management principles.

Skills and Competencies

- Ability to effectively use Microsoft Office Suite and to quickly and effectively learn to use new systems and technology.
- Strong written and verbal communication skills, with the ability to prepare accurate and professional documentation.

Qualifications and Experience

Qualifications

- Completed or currently completing Year 12 (or equivalent).
- Willingness to undertake and complete a Certificate in Business (or equivalent) as part of the traineeship.

Experience

- No previous work experience is required. Experience in customer service, retail, hospitality, volunteering or school-based roles is welcome.

Key Selection Criteria

- Demonstrated interest in administration or local government.
- Experience in using a wide range of computer systems and demonstrated ability to pick up new systems quickly.
- Demonstrated problem solving skills.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Basic computer skills including Microsoft Office (Word, Excel, Outlook).
- Willingness to learn and undertake formal study as part of a traineeship.

Pre-employment Requirements

- Satisfactory National Police Check.
- Current Victorian driver licence.
- Evidence of the right to work in Australia.

Our Values

Leadership & Advocacy | **Engagement & Collaboration** | **Integrity & Respect** | **Improvement & Innovation**

Position Descriptors Band 2

Organisational Accountabilities

- Comply with Council's Code of Conduct and all policies and procedures, including occupational health and safety (OHS) and human resource management procedures and practices.
- Understand and apply the principles of risk management to all Council activities, in line with Council's Risk Management Framework and Policy.
- Support organisational development and continuous improvement initiatives within Council.
- Provide quality customer service by giving accurate information on Council products and services, communicating in a friendly and courteous manner, managing enquiries and complaints effectively, and delivering timely and reliable service.
- Ensure full and accurate records of activities and decisions are created and captured, in accordance with Council's records management procedures.
- Be committed to the implementation of the Council Plan and Annual Business Plan.
- Work cooperatively and maintain positive communication and relationships with staff across all directorates.
- Contribute to the improvement of the team through innovation, personal initiative and participation in team meetings.
- Provide assistance with Municipal Emergency Services as required.

Child Safety

Mansfield Shire Council is a child safe organisation and is committed to the Victorian Child Safe Standards. All children who engage with Council programs and services have a right to feel and be safe. The welfare of children is Council's first priority and we have zero tolerance for child abuse. All employees are expected to uphold Council's Child Safe Policy and Code of Conduct, and to raise and report any concerns about the safety or wellbeing of a child.

Diversity and Inclusion

Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace. We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

Organisational Context

Mansfield Shire Council delivers its services through seven directorates:

- Executive Services
- Operations & Infrastructure
- Engineering Services & Capital Works
- Community Health & Wellbeing
- Development & Customer Services
- Investment & Planning
- People, Communications & Governance

This structure keeps us focused on delivering best value services to our community and making the most of the skills and experience of our people.

Accountability and extent of authority

- An employee in this Band performs broad tasks involving utilisation of developed skills.
- Works in a team environment or works individually under routine supervision.
- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.
- May assist others in the supervision of work of the same or lower band.
- Is responsible for assuring the quality of work performed.
- Employees in this Band may provide on-the-job training based on their skill and experience.

Judgement and decision making

- In these positions, the nature of the work is clearly defined with established procedures well understood or clearly documented.
- Employees in this Band are called upon to use some originality in approach with solutions usually attributable to application of previously encountered procedures and practices.

Specialist knowledge and skills

Indicative but not exclusive of the skills required of an employee in this Band are:

- Safe and competent operation of medium mechanical plant.
- Safe and competent driving of vehicles from over 4.5 tonne GCM to 13.9 tonnes GCM.
- Safe and competent handling and use of explosives.
- Concrete work, e.g. Floater.
- Pipelaying to line and grade from a plan.
- Control of a store.
- Estimating and ordering materials.
- Capable of working to a plan.
- Basic Administrative/Professional skills.
- Assist in the operation of a Water/Waste Water Treatment Plant.
- Provision of Personal Care to service users who are physically unable to undertake the tasks themselves, but are able to make the decisions about the care they need.
- Environmental/Household Maintenance and provision of Personal Assistance to service users including inter personal skills, monitoring and responsibility commensurate with the requirements of this Band together with Personal Care functions where such functions do not form the primary functions of the job. (Such positions will not be classified beyond level 2B).
- Cashier/Pool Attendant.
- Cook (non-trades).
- Implement an early childhood programme under direct supervision.

Interpersonal skills

Positions in this Band require oral communication skills and where appropriate written skills, with clients, members of the public and other employees.

Qualifications and experience

As a minimum an employee in this Band will have satisfactorily completed the requirements of Band 1 or equivalent. Indicative but not exclusive of the qualifications required in this Band are the following:

- Licence or certification in explosives handling.
- Advanced construction and maintenance.
- Basic VDU operation.
- Advanced horticultural course.
- Communication skills including radio operation.
- Inventory control.

Or relevant experience/on-the-job training commensurate with the requirements of work in this Band.

How to apply

1 Cover letter

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.

2 Key selection criteria

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. Please ensure that you address all key selection criteria contained within the position description. This document should be kept to a maximum of two pages if possible.

3 Resumé

Provide your up-to-date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.

4 Submit your application by the closing date

Once you have collated the necessary documents, visit Mansfield Shire Council's 'Information for Applicants' web page at https://www.mansfield.vic.gov.au/council/work-with-us/information-applicants for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Chelsea Daly, Coordinator Governance & Risk, on (03) 5775 8526

More detailed information on how to apply, including tips for addressing key selection criteria and writing a cover letter and resumé, is available at https://www.mansfield.vic.gov.au/council/work-with-us/information-applicants

OFFICE USE ONLY

Authorised by Acting Manager People, Communications & Governance		**Employee Acknowledgement**	
Name:	Chelsea Daly	**Name:**	
Signature:		**Signature:**	
Date:	4 November 2026	**Date:**	/ /

Mansfield Shire