

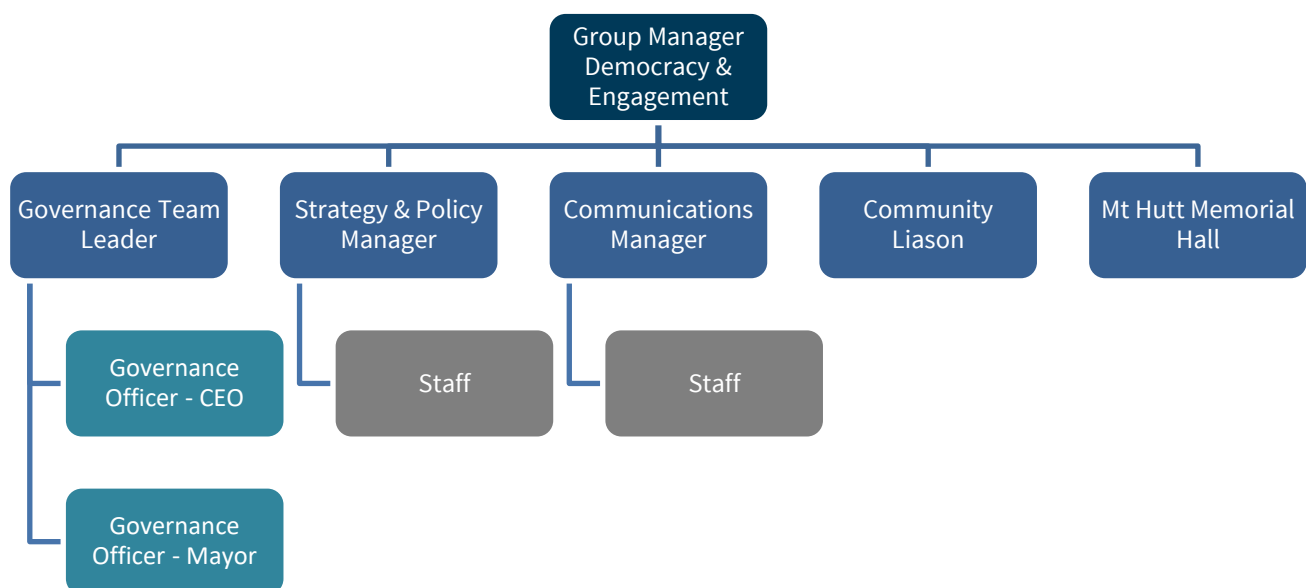
Position Description

Position Title:	Executive Assistant to Chief Executive
Reports To:	Governance Team Leader
Team:	Governance
Group:	N/A
Employment Type	Full time, permanent
Date Modified:	March 2023

Purpose

To provide professional and proactive executive support and administration services for the Chief Executive and Governance team.

Group Structure



our Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

our Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

Executive Support

- Proactively and accurately manage the CE's diary taking into account time restraints, travel and venue arrangements. Be aware of all upcoming meetings, ensuring any required documentation is provided in advance.
- Proactively and accurately manage the CE's inbox, perform tasks, file and flag priority emails as appropriate.
- Accurately arrange travel, accommodation and meeting/conference attendance for the CE, Mayor and elected members in accordance with Council policy and processes.
- Welcome visitors, professionally receive and screen phone calls.
- Maintain a high level of discretion and confidentiality at all times, handling sensitive issues and/or difficult customers in a professional and discreet manner.
- Provide proactive administrative support including but not limited to, attending ministerial/ad hoc meetings to take minutes, collating weekly email correspondence, performing assigned projects, assisting with event coordination when required, reviewing content and format of all written communication within requested timeframes.
- Maintain a general understanding of Council issues and keep up to date on any developments, informing the CE of information they are yet to know.

Governance Support

- Provide democracy support for Council committees including agenda preparation, forward work programmes and related information, providing advice regarding standing orders, resolving any procedural matters during meetings, taking and distributing minutes accurately within required timeframes and to established standards.
- Submit all agendas to the Governance Team Leader prior to publish to ensure a professional and consistent standard. Provide clear instructions and oversee the electronic document management, printing and distribution within the required timeframe, once approved.
- Develop a strong understanding of Council's standing orders and apply them accordingly.
- Ensure legislative compliance regarding the retention and accessibility of minutes from Council and all other committees in accordance with established process and Council's electronic document records management system (THOR)
- Coordinate the Exec Team and Management Group meetings, prepare and distribute the agenda, take accurate minutes, when required, and complete any assigned tasks within established timeframes.
- Assist the Deputy Electoral Officer as required, performing a range of duties including advising interested parties of the process, accepting nominations and performing election day duties.
- Develop a general understanding of all other governance team members' duties to enable coverage during absences or workload peaks.

Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by the CE.

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Personal Qualities

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Considers maintaining levels of accuracy of high importance.

Relationship Building

- Promotes understanding and compromise through diplomatic handling of conflict.
- Forges useful partnerships with people across business areas, functions and organisations.
- Builds trust through consistent actions, values, communication and minimising surprises.

Teamwork

- Cooperates, collaborates and shares information with others in pursuit of team goals.
- Shows consideration, concern and respect for others feelings and ideas while accommodating to their style of working.
- Encourages constructive resolution of conflict within a group.

Knowledge and Skills

Computer Skills

- Able to use and develop skills in common software applications used for word processing, spread sheeting and email.
- Understands the fundamental principles of information management including the importance of saving conventions, securing sensitive documents etc.
- Ability to navigate and use Council's core software application ensuring accuracy and efficiency.
- Understand and have the ability to assist with audio-visual systems in meetings (Microsoft Teams and Zoom).

Communication Skills

- Organises information in a logical sequence using content appropriate for the purpose and audience, using feedback to ensure understanding.
- Speaks clearly, concisely and confidently using a polite and considerate manner.
- Ensures written communication contains the necessary information to achieve their purpose.

Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work.
- Demonstrates a proactive and self-starting approach.
- Sets high standards of performance for self and others, ensuring ownership of actions.

Organisational skills

- Sets clearly defined objectives and priorities to ensure goals and deadlines are met.
- Priorities activities and operates accordingly, reviewing and adjusting as required.
- Recognises actual and potential barriers and finds effective ways to deal with them.

Specialist Expertise

- Previous experience as an Executive or Personal Assistant (preferred) or at least four years relevant experience in a relevant administrative support position.
- Previous experience and knowledge of meeting procedures
- An expert user of Microsoft Office and ability to quickly learn new systems
- Tertiary qualification (desirable)