

Position Details

Title:	Executive Assistant to the Office of the Chief Executive Officer
Classification:	Band 6
Business Unit:	Office of the CEO
Reports to:	CEO

Key Objectives

- To provide a high standard of personal assistance to the Chief Executive Officer (CEO) and Mayor.
- To ensure the efficient and smooth operation of the Office of the Chief Executive Officer.
- To provide a high standard of public relations and customer service to the community and internal customers.

Key Responsibilities

Assistance to CEO, Mayor and Councillors

- Coordinate the administrative/secretarial functions of the CEO, Mayor and Councillors in a highly professional manner.
- Provide a high standard of word processing service to meet nominated deadlines.
- Screen calls to the CEO, displaying tact and diplomacy at all times, and providing an effective service that maximises the CEO's time.
- Maintain an effective appointment system for the CEO, Mayor and Councillors.
- Maintain and update as required, Council's statutory registers including Section 223 Submissions, Councillor/Officer interstate travel, Delegations Register and Policy Register.
- Receive visitors in accordance with scheduled appointments and provide the highest standard of public relations service.
- Deal with day-to-day matters without reference to, and in the absence of the CEO.
- Maintain a high standard of professional assistance to the CEO, Mayor and Councillors.
- Ensure timely and appropriate acknowledgement of all communications received by the CEO and Mayor.
- Research, develop and coordinate information on a range of issues and projects as required.
- Organise accommodation and travel arrangements as required.
- Arrange meetings (including catering) and prepare Agendas and Minutes as required.

- Ensure the CEO is kept up to date with current events and issues in the organisation and the broader community.
- Receive and forward messages to Councillors as required.
- Attend meetings as required.
- Provide executive assistance to Councillors with respect to their civic duties, as required.
- Prepare correspondence on behalf of the CEO and the Mayor.

General Duties

- Coordinate civic functions and presentations as appropriate, including compilation of guest lists, invitations, catering, staffing, purchasing of necessary goods, etc.
- Provide accurate and timely advice to enquiries regarding Australian Citizenship.
- Organise public and private naturalisation ceremonies including documentation, in accordance with the requirements of the Department of Immigration and Citizenship.
- Liaise between the general public, Councillors and the CEO.
- Demonstrate a strong commitment to Council's corporate objectives.
- Carry out all duties and functions in a manner that promotes good teamwork and public relations.
- Contribute to the development and maintenance of effective channels of communication within the Unit and other departments.
- Ensure the efficient and effective utilisation of office resources.
- Demonstrate support and compliance with Council policies on Equal Opportunity, Occupational Health and Safety, Customer Service, Confidentiality and Corporate Responsibilities.
- Identify, implement and review strategies to continuously improve service quality.
- Ensure timely and appropriate messages of condolence/bereavement are made to employees or families who are/were involved with Council.
- Provide administrative assistance to the Manager Organisational Development as required.

Extent of Authority

- Responsible for the efficient and effective performance of all duties and key responsibility areas.
- Freedom to act is set by clear objectives, policies and procedures, and regular supervision.
- Required to adhere to Council policies, professional standards, and legislative requirements with the effect of decisions being limited by the specific nature of the duties performed.
- A degree of personal judgement is required in determining day-to-day priorities and methods.

Judgement and Decision Making

- Required to make routine decisions and handle routine enquiries through the application of established procedures.
- Required to screen enquirers, ascertain specific needs, and direct callers to the appropriate Officer using discretion, and ensuring finalisation of enquiry occurs.
- Guidance and advice are usually available from within the Organisation within the timeframe required to make a choice.
- Ability to function efficiently and effectively without supervision, showing innovation and initiative.

Specialist Skills and Knowledge

- A well-developed understanding of the role and function of the Office of the CEO, within the broader organisational and political context of the Council.
- Well-developed computer skills including the use of database applications, specialist programs and Microsoft applications.
- High level general administrative skills including the operation of a range of office equipment.
- High level literacy and numerical skills.
- Excellent communication and public relations skills.
- Excellent organisational skills.
- Ability to conduct research and draft reports.
- A willingness to expend additional effort in order to achieve set tasks within deadlines.
- A willingness to demonstrate flexibility in working hours.
- Good records management skills.
- Good advocacy, diplomacy and negotiation skills.
- Good understanding of the structure and responsibilities of Local, State and Federal Government Departments.
- Sound understanding of the functions and policies of Council.

Management Skills

- Ability to effectively plan, organise and manage own time to achieve targets within a set timetable.
- High level organisational and administrative abilities.
- Ability to achieve work targets under pressure.
- Will support a safe work environment by effectively by complying with processes to implement OHS programs and drive compliance by:
 - Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act.
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
 - Contribute to OHS consultation processes.

- Prompt reporting of hazards and incidents.

Inter-personal skills

- Well-developed verbal communication skills, enabling not only effective, courteous, and where required, assertive communication, but also personal rapport with others.
- Capacity to establish an excellent rapport with other staff, and contribute positively to the development of an efficient and effective, customer-focused team ethos.
- Well-developed written communication skills to enable preparation of routine correspondence and reports as required.
- Ability to work as part of a team.
- Capacity to establish a professional, positive and friendly working relationship with internal liaisons.
- Ability to maintain confidentiality on sensitive issues and other matters.

Compliance with Legislation and Policies

Adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures.
- Southern Grampians Shire Council Staff Code of Conduct.
- Privacy and Data Protection Act 2014 (Vic).
- Equal Opportunity Act 2010 (Vic).
- Occupational Health and Safety Act 2004 (Vic).
- Government/Industry Codes of Conduct.
- The Southern Grampians Shire Council Enterprise Agreement.
- The Municipal Emergency Management Plan.
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
- Responsible for ensuring the security of Council's assets under the Officer's control;
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

Qualifications and Experience

- ✓ Post-secondary or tertiary qualifications in a relevant field.
- ✓ High level office administration skills and experience in an executive support role.
- ✓ Well-developed skills in the use and application of computer systems, e.g. Microsoft Office, and database applications and specialist systems.

Key Selection Criteria

The employee will demonstrate the following:

- ✓ Ability to assist in the coordination of projects and production of reports.
- ✓ Extensive experience in computer operations utilising a range of software including specialist software and the Microsoft suite of programs.
- ✓ Well-developed written communication skills to enable preparation of routine correspondence and reports as required.
- ✓ Well-developed verbal communication skills, enabling not only effective, courteous, and where required, assertive communication, but also personal rapport with others.
- ✓ Ability to remain pleasant and courteous at all times even when dealing with difficult people.
- ✓ Ability to maintain confidentiality on sensitive issues and other matters.

Agreement

I, _____ have read and understand the objectives and conditions of the above-mentioned role.

Employee: _____

SGSC: _____

Signature: _____

Signature: _____

Date: _____

Date: _____