

Position description

Executive Councillors' Assistant

Summary information

Section	Executive Secretariat	Directorate	Chief Executive Officer's Unit
Position grade	Grade 12	Position type	Permanent, full-time
Skill descriptor	Band 3 Level 2		
Reports to	Executive Secretariat Officer	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	February 2024	BCC number(s)	BCC788

Our Values

TEAMWORK



CUSTOMER FOCUSED



INNOVATION



COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1 Position purpose

- This role is primarily responsible for the provision of an effective and efficient secretarial and administrative service to Councillors in an Executive Assistant capacity and secondly, the role assists the Executive Secretariat.
- Act in accordance with the *NSW Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety (WHS) System.

2 Qualifications and experience

Essential

- Minimum Certificate IV in Business Administration or a related field
- Extensive experience in providing administration support at an executive level

- Demonstrated proficiency in Microsoft products such as word, excel, PowerPoint and outlook
- Demonstrated commitment to customer service
- Current driver's licence.

Desirable

- Experience in using CM9 and TechOne or similar corporate systems
- Experience in using Doc Assembler
- Demonstrated understanding of the procedures and protocols of local government
- Ability to work within a team environment
- Availability to work flexible working hours.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- Maintain a high degree of discretion and confidentiality of information and tasks
- Ensure the provision of facilities and payments for allowances to all 15 Councillors under Council's Civic Office Expenses Facilities Policy
- Action requests from the Mayor, Councillors and Chief Executive Officer in a prompt, accurate, courteous and discreet manner
- Support the Executive Secretariat in the full range of processes associated chiefly with Council's meeting cycle
- Support and relieve for other members of the Level 5 Executive Secretariat team
- Develop and maintain effective relationships with stakeholders
- Champion organisation standards and practices and contribute to business process improvement
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standards
 - implement the policy and follow this Managing volunteer's standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.

- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services

5 Duties

Action requests from the Mayor, Councillors and Chief Executive Officer

- Action a full range of requests or enquiries from all 15 elected Councillors, ensuring prompt and efficient response.
- Provide excellent customer service through the timely handling of telephone enquiries, emails and associated messages from or on behalf of Councillors.
- Draft or prepare letters on behalf of Councillors upon request.
- Attend and take minutes of meetings held between Councillors and constituents within the Administration Centre.
- Attend and take minutes at Councillor community and pop-up forums on evenings and weekends.
- Monitor Councillors' civic diaries and liaise with them, as necessary, to ensure appointment details are confirmed and/or to facilitate resolution of any meeting conflicts.
- Monitor and action or forward Councillors' mail received at the Administration Centre.
- Register applicable records in CM9 and/or dispose of confidential documents as requested by Councillors.
- Assist Councillors in their attendance arrangements for conferences, seminars and civic events and submit these to the Executive Conference Administrator or to the Manager Events and Sister Cities.

- Monitor and ensure Councillors' attendance at meetings, official appointments and events are recorded and that applicable claims and payments are made in a timely manner in line with Council's Civic Office Expenses and Facilities Policy.
- Ensure Councillors' information and details are maintained accurately for use in Council's publications and website.
- Provide booking and reception service for Councillors' meeting rooms and maintain equipment and stationery therein.
- Order and maintain supplies of stationery, letterhead, business cards, action request books, for use by Councillors and maintain a record of expenses in line with the Civic Office Expenses and Facilities Policy.
- Monitoring, and action all requests from the 15 Councillors for the provision of facilities under Council's Civic Office Expenses and Facilities Policy. Maintaining Councillors' travel records and submitting requests for reimbursements on their behalf.
- Collating information on Councillors' payments and meeting attendances for inclusion in Council's Annual Report.

Support the Executive Secretariat in the full range of processes associated with Council's meeting cycle

- Assist in ensuring reports from all Directorates are recorded and tracked.
- Assist in preparation and/or amend reports to Committees and Council, as required.
- Assist in the allocation, collection and finalisation of reports for all Council, Committee and Advisory Committee meetings, including numbering of reports and formation of indexes, and meeting notices to enable electronic business paper to be produced and, where required, hard copy version to be printed, collated and distributed within required timeframes to comply with Council's meeting schedule.
- Assist the electronic compilation and production of Council's Business Papers using Doc Assembler.
- Assist the production and distribution of business papers for all Council and Committee meetings in either hard and/or soft copy.
- Prepare recommendations listing from Committee meetings for inclusion in the Ordinary Meeting business paper.
- Attend, on a rotational basis, variety of meetings to gain understanding and experience in the role of minute secretary.
- Assist with the updating of Council's archival reports and minutes and arrange for Council's minutes and agendas to be professionally bound in volumes chronologically for perpetuity.
- Prepare Council Chambers and Committee rooms for Council and Committee meetings, including provision of attendance books.
- Assist in preparation of documentation when in caretaker mode leading into a new Council term including collection of personal data from all Councillors for their stationary – business cards, photos and letterhead, payment details for allowances, superannuation, personal details for travel – passports and drivers licences, addresses, partners' details, vehicle details and other extraneous documents.

Support relief for other members of the Level 5 Executive Secretariat team

- Provide relief for the level 5 executive staff including:
 - Executive Minute Secretary
 - Executive Conference Administrator
 - CEO's Senior Executive Assistant

- Mayor's Senior Executive Assistant
- Executive Support Assistant.
- Order and maintain supplies of stationery for the Level 5 secretariat.

Stakeholder management

- Maintain and project a courteous and professional image at all times.
- Establish and maintain a sound working relationship with Councillors, members of the Executive Management Committee and their executive assistants/administrative support staff.

Organisation standards

- Support the values of the organisation by developing, implementing and monitoring appropriate support service standards and procedures to ensure the implementation and/or contribution of best practice across the organisation.
- Recommend process improvement where warranted.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Acknowledgement and agreement

Employee	Name		
	Signature		Date
Supervisor	Name		
	Signature		Date