

# Position Description

POSITION	<b>Executive Assistant</b>	
REPORTS TO	Director Infrastructure Services	
DIRECTORATE	Infrastructure Services	
CLASSIFICATION	Grade 6	
STAFF	N/A	
CONTACTS	<b>Internal</b> General Management and staff at all levels	<b>External</b> Customers Consultants Contractors Government Departments Community Organisations

## Position Objective

To provide a high level of administrative support to the Director Infrastructure Services, clerical assistance to the Division and a professional interface between the community, Councillors, General Manager and other divisions.

## Organisation Values

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



**We lead with  
enthusiasm and  
purpose**



**We are open,  
honest and  
respectful**



**We foster  
wellbeing and  
creativity**



**We achieve our  
goals and  
succeed together**

# Key Responsibilities

## Organisational Relationships

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.
- Partner with the organisation, Coordinator and colleagues in driving a customer centric culture across the organisation.

## Operations Management

- Assist the Director Infrastructure Services fulfil their function by referring matters to the relevant officer/s and monitoring outcomes.
- Provide a full range of administrative and secretarial services to the Director and clerical support to the Directorate.
- Assist with the co-ordination of the activities of the Directorate.
- Monitor incoming calls for the Director, redirect calls and respond to enquiries.
- Liaise with elected members, Government Departments, community organisations, members of the public and senior management of Council to ensure effective communication with a high level of customer focus.
- Deal with routine correspondence and redirect to relevant officers of Council.
- Research files for the Director and prepare background papers, correspondence or reports.
- Arrange appointments, accept invitations and make phone calls on behalf of the Director.
- Arrange meetings, prepare and distribute agendas and take and prepare minutes.
- Produce high quality documentation (letters, memoranda, reports) for the Director.
- Participate in and develop a teamwork approach to the provision of effective services for the Directorate and Council
- Provide for efficient payment of claims from consultants/creditors.
- Maintain strict confidentiality in all matters.
- Provide a positive image of Council, liaise with Councillors and the community, deal with requests and disseminate information in a timely manner and monitor actions required.

- Apply the principles of EEO, customer service, ethical practice, human resource and corporate policies.
- Work in a safe manner having regard for the environment, self and others and to also contribute to the implementation of Council's workplace operational health and safety and environmental management policies, procedures and practices.
- Update Council's web page as required.

## Financial Management

- Ensure compliance with delegations of the position is maintained.
- Ensure that activities operate within budgetary constraints.

## Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.

## Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices.
- Report all risks, hazards, incidents and injuries immediately to supervisor.

## Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

## Qualifications

- TAFE Certificate of Attainment in Administration/Business Studies or equivalent demonstrated experience.

## Experience

- Experience as a personal assistant/administration officer at senior management level.

## Knowledge

- Working knowledge of local government operations.

# Competencies

Demonstrated ability to:

- Sound co-ordination and monitoring skills with the ability to manage work priorities unsupervised and operate with discretion.
- High level computer skills with ability to operate within MS suite of computer applications and produce high quality documentation.
- Analyse complex information and make sound recommendations.
- Provide excellent customer service and delivery quality service outcomes.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.
- Effectively use information technology

# Selection Criteria

## Essential Criteria

- Experience as a personal assistant/administration officer at senior management level.
- Demonstrated high level computer literacy skills, with experience in the MS Office suite of software (Word, Excel, Outlook, Publisher and PowerPoint) with a minimum typing speed of 70 wpm.
- Excellent organisation skills and ability to plan and prioritise multiple projects while consistently meeting agreed timeframes.
- Excellent interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes as part of a multi-disciplinary team.
- Demonstrated commitment to Work Health Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Current Drivers Licence.

## Preferred Criteria

- Proven ability to work in a team environment with a focus on delivering quality outcomes.
- TAFE Certificate of Attainment in Administration/Business Studies.
- Demonstrated experience in the operation of Microsoft Office suite of computer applications with ability to produce quality documentation.
- Working knowledge of local government operations.
- Commitment to and understanding of process improvement and sustainability principles.

**PRESENT OCCUPANT:**

**SIGNATURE:**

**SUPERVISOR:**

**SIGNATURE:**

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Director Infrastructure Services  
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