

Role Description

Personal Assistant to the Unit Manager



Title	Personal Assistant to the Unit Manager
Classification/Grade/Band	Band 2 Level 2
Group/Unit/Section	Central Coast Council
Reports to	Unit Manager

Vision

A vibrant and sustainable Central Coast

Purpose

To provide valuable services that strengthen and support the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Personal Assistant to the Unit Manager is responsible for ensuring the Unit Manager has the relevant information and documentation required in order to respond effectively to business priorities in a timely and professional manner. .

The position of Personal Assistant to the Unit Manager is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Provide quality and efficient administrative services, exercising discretion, judgement, initiative and confidentiality to support the Unit Manager's achievement of organisational objectives;



- Use relevant resources and technology to coordinate reports, correspondence, presentation materials and financial information for the Unit Manager from a number of sources in order to meet corporate and legislative requirements;
- Screen, review and prioritise incoming telephone call, emails, reports and files to ensure management of correspondence reflects the Unit Manager's priorities;
- Build and maintain solid working relationships with key internal and external stakeholders to facilitate coordination of appointments, meetings and travel arrangements and to provide effective management of the Unit Manager's diary;
- Research, collate and summarise information, prepare a range of documentation and coordinate responses to ensure the Unit Manager is well prepared to make informed decisions;
- Implement, monitor and evaluate administrative practices, business systems and procedures to deliver the required outcomes of the Unit Manager and ensure all deadlines are met;
- Ensure compliance with the Council's financial procedures and policies, WH&S and risk management initiatives to ensure internal controls are maintained over Council's resources;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the section or from a specific project team;
- The work of the Personal Assistant to the Unit Manager influences the external environment by ensuring services are consistent with Council standards;
- The Personal Assistant to the Unit Manager is responsible for own work performance. Liability generally lies with the supervisor or Council as the employer;



- The Personal Assistant to the Unit Manager identifies requirements as an input to budget development;
- Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;



- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Certificate III qualification in Business Administration or related field OR demonstrated solid contemporary experience in a similar role ,combined with ongoing professional development;

Desirable

- Current Class C Driver's Licence;
- Diploma in Business or Diploma in Business Administration or related discipline.



EXPERIENCE

- Demonstrated experience in a similar senior manager support role in a large sized organisation;
- Demonstrated experience with electronic records management systems, budget software, and other computer based systems;
- Demonstrated working knowledge of budgets;
- Undertake complex and sensitive projects on behalf of the Unit Manager;
- Demonstrated experience in consultation, negotiation and conflict resolution.

Key Relationships

Internal	External
Executive Leadership Team (CEO, Group Leaders and Executive Managers)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
Section Managers/Team Leaders	Community Organisations – service clubs etc.
Other Council employees (not including direct reports)	Professional/Industry associations including Unions
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

