

POSITION DETAILS

Position Title:	Executive Assistant to the General Manager	Position Grade:	10
Department/Group:	Executive Services / Office of the CEO	Position Status / Hours per Week:	Permanent / 35

PRIMARY PURPOSE OF THE POSITION

To provide professional executive support and research to the General Managers and the organisation. Facilitating effective decision making and operational efficiency to deliver the portfolio goals. Provide executive support to the CEO Office, and staff as required, including acting arrangements for the Executive Officer position when required.

- Undertake work in accordance with relevant legislative and statutory requirements and /or Council codes, practices, and standards.
- Provide a full range of timely, confidential administrative and executive support to the General Managers and the Executive Leadership Team.
- The position holder makes decisions in prioritising activities to ensure that deadlines are met, screening calls and correspondence for internal and external customers.
- Assist in the coordination of strategic and advocacy matters.
- Draft, prepare and coordinate correspondence, reports and presentations, often of a complex or sensitive nature and manage the flow of information and advice.
- Investigate matters requiring initial assessment and response, follow-up matters on behalf of the General Managers and where required, resolve matters in consultation with the General Manager.
- As identified by the General Manager(s), undertake wide-ranging investigative and strategic management projects, which relate to, or stem from, Executive Meeting agenda items. This includes monitoring Outstanding Actions on behalf of the Executive Officer to the CEO.
- Coordination of correspondence between Council, local members, and other government agencies.
- Assist with the preparation of documentation regarding advocacy projects as required.
- Develop, refine & continuously improve relevant business processes.
- Assist in the development and implementation of corporate standards and templates for correspondence across the organisation.
- Provide effective service to Council customers (internal and external) and accurately identify the needs of customers to take action to satisfy customer's needs
- Present a positive image of council and a calm conciliatory approach in all customer dealings.
- Active listening techniques are applied in customer dealings
- Appropriate action to satisfy the customer need is identified and implemented
- Coordinate and draft incoming/outgoing correspondence, reports, submissions, and presentations, often of a complex or sensitive nature
- Manage timelines, review, draft and prepare ministerial and constituent replies.
- Coordinate submissions, review and endorse Councillor Information Bulletins, Council reports and Executive Team papers in consultation with stakeholders.
- Provide other administrative support including (but not limited) to calendar management, records management, and payments of accounts.
- Undertake secretariat activities including agendas, minutes, attendance, room preparation and catering (as required).
- Maintain corporate registers including Content Manager

- Provide effective customer service to internal and external customers and the community.
- Councillor requests – assess, record, allocate and disseminate requests and replies accurately and within the SLA timeframe.
- Coordinate Executive leader's diary/ies management and ensure relevant stakeholders attend meetings, functions, and special events.
- Coordinate and liaise with stakeholders (internal and external) as required for Strategic Councillor Workshops eg. Venue hire, caterer, room set up, meet and greet liaison officer etc
- Schedule stakeholder engagement and meetings with residents, Councillors, MP Offices, Government (Federal, State and Local) and Council groups.
- Ability to work independent and as part of a team, exercising sound judgement and confidentiality.
- Assume responsibility and accountability for workload and make a valuable contribution to achieve business outcomes.
- Proactively engage and collaborate with other Executive Assistants and stakeholders to achieve Organisational Values (HEART).
- Undertake special projects (as required) and other tasks within scope of the executive services section and level of responsibility, as directed by the Executive Officer
- Raise Purchase Orders on behalf of others for Conferences, catering, venue hire etc
- Manage the credit card reconciliation for the General Managers and CEO (when required)

SELECTION CRITERIA

Education / Qualifications

- Tertiary qualifications in secretariat /office administration or equivalent experience

Experience/Specific skills

- Demonstrated experience providing executive support at a senior level
- Demonstrated ability to manage confidential information in a professional and sensitive manner
- High-level written communication and interpersonal skills
- High-level minute taking, records management, office/clerical procedures
- High-level organisational and time management skills, with proven ability to manage competing priorities in a fast-paced environment
- Excellent customer service skills
- Ability to work effectively independently and in a team environment
- Advanced knowledge of Microsoft Office Suite
- Knowledge and ability to implement WHS standards and requirements and how to apply them in the workplace
- Represent the organisation in an honest, ethical and professional way

Personal Attributes

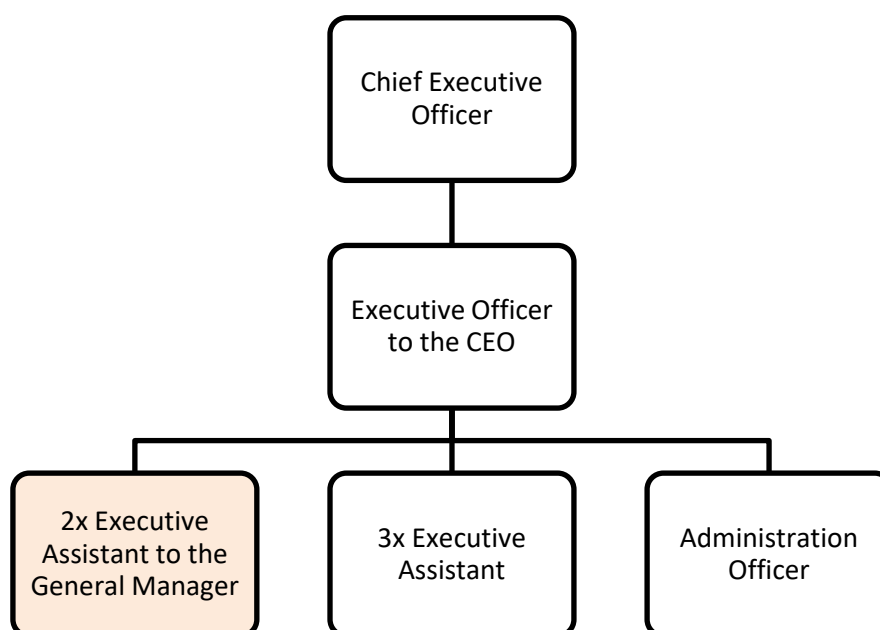
- High level of reliability
- Proactive problem solving
- Relationship builder
- Strong influencing and negotiation skills

Desirable Qualifications, Experience and/or Skills

- Bi-lingual language skills
- Knowledge of Local Government operations & inter-government relations and protocols
- Class C Drivers Licence

Please note: In line with Council's COVIDSafe Workplace Policy & Procedure all staff are required to be vaccinated against COVID-19

ORGANISATIONAL CHART



CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes

CORPORATE ACCOUNTABILITIES

25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Health & Safety

We take personal responsibility for our own health, wellbeing and safety. As well as the health, wellbeing and safety of our colleagues and customers.

Excellence

We do the best we can for our customers and embrace innovation in the way we work.

Accountability

We are honest, transparent and act in the best interest of Council and the community.

Respect

We listen, seek to understand, and celebrate the diversity of the people within our organisation and the community.

Teamwork

We work within both our own teams and other teams to successfully achieve council's goals.

Employee's Name	
Employee's Signature:	
Date:	