

CLARENCE VALLEY COUNCIL

Position Description

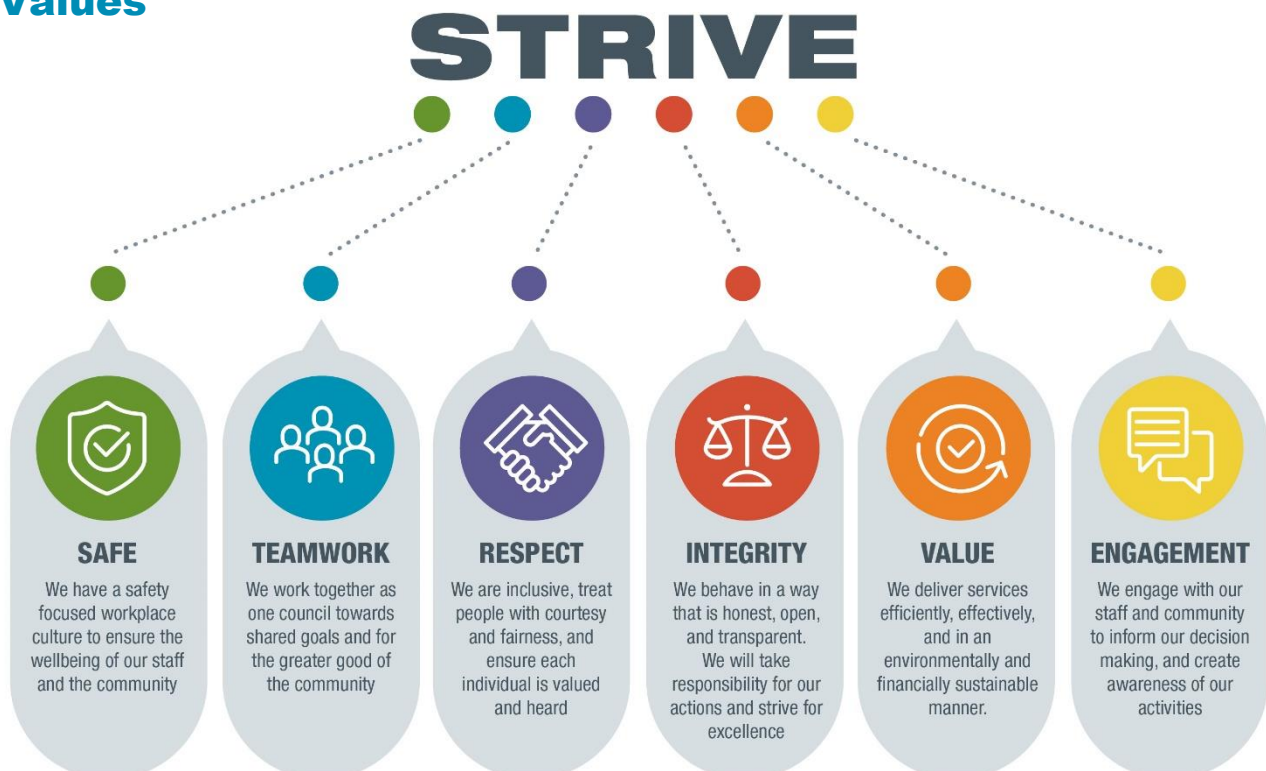
Executive Assistant

Directorate	Office of the General Manager
Location	Grafton
Classification/Grade/Band	Grade 12
Position Code	
Date position description approved	12 October 2021

Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

Values



Primary purpose of the position

The Executive Assistant is the primary contact for the Offices of the General Manager and the Mayor.,. The role provides a broad range of executive and administrative support to the General Manager, the Mayor and Directors and is required to promote and model a positive and collaborative culture and foster strong relationships across the organisation and for ensuring executive support is undertaken professionally, efficiently and confidentially.

Key accountabilities

Within the area of responsibility, this role is required to:

- Plan and orchestrate work to ensure the General Manager and executive team members priorities are met, organizational goals are achieved, and best practices are upheld by providing effective and responsive administrative support.
- Act as the principal contact and provide effective coordination of the Office of the Mayor including diary, travel and correspondence management and support the preparation and delivery of Mayoral presentations.
- Research, collate and prepare responses and briefings that support provision of high quality and timely customer service.
- Co-ordinate relevant staff responses and/or input into projects, programs, reports, correspondence and corporate issues.
- Liaise with internal and external customers, ensuring queries are escalated appropriately, resolved in a timely fashion and customer expectations are managed.
- Take a lead role in the coordination and hosting of civic ceremonies and events including citizenship ceremonies.
- Monitor, implement and evaluate administrative practices, systems and procedures to optimise efficiency and support the delivery of quality outcomes.
- Content management of the elected members portal.

Key challenges

- Coordinating the flow of information, monitoring shifting goals and the reprioritisation of activities to minimise the escalation of risk and improve efficiency of executive activity.
- Dealing with challenging customers in a way that is courteous, productive and fulfils customer service goals efficiently.
- Understanding the various complexities to the business in order to convey information and ideas clearly and concisely to individuals or groups in an engaging manner that assists their understanding of the message.

Key internal relationships

Who	Why
General Manager & Directors	Provide proactive support, coordinate competing demands and work with the executive to minimise situation escalation.
Staff	Liaise with to deliver quality customer focussed outcomes.
Mayor	Provide support for civic duties.

Key external relationships

Who	Why
Members of the public and community groups	Act as the principal liaison between the public and Offices of the General Manager and Mayor. Coordinate response to queries.
Representatives of State and Federal government including local members and their staff.	Act as the principal liaison between the public and Offices of the General Manager and Mayor.

Key dimensions

Decision making

The position is responsible for decisions relating to the day to day operations of the role.

Reports to	General Manager
Direct reports	Nil
Indirect reports	Nil





Essential requirements

Extensive experience in providing high level of executive support to management, proven ability to exercise confidentiality, discretion and initiative and superior administration and organisational skills with the ability to prioritise workloads and meet tight deadlines in a high volume work environment.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	Capability Name	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

Local Government Capability Framework

Capability Group	Capability Name	Behavioural Indicators
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements