



POSITION DESCRIPTION

TITLE	:	PERSONAL ASSISTANT
DIVISION	:	ENVIRONMENT & COMMUNITY MANAGEMENT
DEPARTMENT	:	ENVIRONMENT & COMMUNITY MANAGEMENT
REPORTS TO	:	DIRECTOR, ENVIRONMENT & COMMUNITY MANAGEMENT
STAFF REPORTING TO	:	NIL
GRADE	:	5F to 5J
DATE:	:	JUNE 2015

POSITION OBJECTIVES:

1. To provide the Director with high quality, accurate, timely and professional executive assistance and to ensure effective customer service, communication, administration and co-ordination of matters involving Councillors, the community, General Manager, Senior Management Team, Section Managers and staff across the organisation.
2. Act as a point of contact for Councillors, Senior Management Team and members of the public.

KEY TASKS:

1. Provide high level, efficient and effective executive support to the Director, including diary and meeting management, and records management.
2. Respond to urgent work demands, meet deadlines and ensure work is carried out accurately and with attention to detail.
3. Screen telephone calls for the Director Environment and Community Management and where appropriate, personally handle enquiries and problems towards a satisfactory result.
4. Arrange diaries on a day to day basis and ensure appropriate staff attends meetings.
5. Ensure the Director Environment and Community Management is provided with briefing notes, files and relevant information prior to scheduled meetings.
6. Coordinate, prioritise and monitor correspondence for the Director Environment and Community Management and the Division. Identify

matters which require immediate attention. Maintain an effective monitoring procedure for replying to all correspondence and information requested by Councillors.

7. Research and prepare draft correspondence for the Director.
8. Demonstrate effective interpersonal skills, by maintaining good working relationships with Council's management and staff.
9. Ensure members of the community and outside organisations are served in a professional, efficient and courteous manner.
10. Make informed judgements whilst maintaining confidentiality and being able to balance priorities under pressure with efficiency and professionalism.
11. Personally assist with complaints or refer complainant to the appropriate person within Council or the appropriate organisation.
12. Assist other administrative staff in providing support for the Division.
13. Maintain an understanding of Council issues and policies.
14. Personally manage the delivery of projects and activities relevant to the function of the division.
15. Other duties as directed.

Note: The position holder will be required on occasions to make spontaneous, accurate and informed decisions on behalf of the Director. These decisions will be in the areas of appointment scheduling, selection of action officers with whom to liaise in order to respond to enquiries or complaints, sorting and prioritising information, research of technical and political issues.

PERSON SPECIFIC SELECTION CRITERIA

ESSENTIAL KNOWLEDGE AND SKILLS:

1. Demonstrated experience in a similar role is essential.
2. Ability to maintain confidentiality at all times.
3. Ability to work in a high pressure environment, prioritise and achieve strict deadlines with minimum supervision.
4. Highly developed written and oral communication skills.
5. Effective inter-personal skills and experience in dealing with people at executive and senior representative level.
6. Strong organisational skills and ability to meet competing deadlines.
7. High level computer literacy and experience, including MS Office suite, advanced typing and word processing skills and demonstrated ability to readily acquire and apply new information/systems
8. Knowledge and understanding with a commitment to implement EEO & WH&S principles.
9. Ability to work well within a small team environment.
10. Ability to undertake wide range of duties including hospitality.
11. Political awareness and understanding of Local Government issues and functions.

12. The position holder must be prepared to work additional hours to meet the demands of the position.

DESIRABLE KNOWLEDGE & SKILLS:

1. Experience in Local Government and familiarity with information management systems used in local government.
2. NSW Class C Drivers License
3. Knowledge and experience Experience using an Electronic Document Management System (Leichhardt Council uses Dataworks/ECM), GEAC Pathways, Finance One
4. Understanding of the development assessment process.
5. Knowledge of Council policies and procedures.
6. Higher School Certificate or equivalent, with additional qualifications.
7. Experience in conflict resolution.

POSITION DESCRIPTION ATTACHMENT

EMPLOYEE

WORK HEALTH AND SAFETY

All employees of the Leichhardt Municipal Council are required to participate in the Council WH&S Management Program.

Specifically, this means performing your work in a safe manner and monitoring your workplace for hazards or risks.

You must take reasonable care for your own health and safety and for those who may be affected by what you do or fail to do in the workplace.

You must cooperate with actions taken by the Council to comply with WH&S legislation and not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety and welfare.

RISK MANAGEMENT OF LEICHHARDT MUNICIPAL COUNCIL ASSETS

All employees of the Leichhardt Municipal Council are accountable for the management of risk within their own areas of responsibility. Risk includes, but is not limited to:

- Injury to persons or damage to the property of members of the community.
- Environmental risks.
- Damage or unauthorised entry to the Council's buildings and damage to its equipment.
- Loss of the Council's reputation as a good corporate citizen.

To assist you in meeting this responsibility the following policies and procedures have been established which you are required to familiarise yourself with and observe:

- The Risk Management Policy located on the Leichhardt Municipal Council intranet.

Responsibilities	Performance Measures
<ul style="list-style-type: none">• Ensuring all work is performed in accordance with requirements of the Health and Safety policy, procedure and legislation	<ul style="list-style-type: none">• Conformance to WH&S policy and procedures• Knowledge of, and use of Safe Work Method Statement (SWMS) and Standard operating procedures
<ul style="list-style-type: none">• Taking reasonable care for their own Health and Safety as well as that of others	<ul style="list-style-type: none">• Use of SWMS and Standard operating procedures
<ul style="list-style-type: none">• Having an understanding of the Health and Safety requirements associated with their employment	<ul style="list-style-type: none">• Training records
<ul style="list-style-type: none">• Reporting all identified hazards, accidents/incidents and near misses to their manager/supervisor• Ensure all potential or actual areas of danger within the workplace are immediately made safe, repaired and reported to the appropriate person/s as soon as possible;	<ul style="list-style-type: none">• Hazard identification reports• Workplace inspection reports
<ul style="list-style-type: none">• Using and maintaining all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.	<ul style="list-style-type: none">• PPE maintenance records• Knowledge and use of Standard operating procedures
<ul style="list-style-type: none">• Working in accordance with relevant competency standards	<ul style="list-style-type: none">• Training records.• Supervisor site inspection records
<ul style="list-style-type: none">• Knowledge of WH&S and related legislation within scope of job description	<ul style="list-style-type: none">• Attendance at training sessions