

Executive Assistant

Reports to	Director Experience and Capability	Key Relationships or Direct Reports	Directorate leadership team EA to the CEO
Classification	Band 6		
Position number	330001		

Service Delivery

- Provide proactive, comprehensive, and confidential administrative support to the Director Experience and Capability.
- Manage and triage incoming correspondence, including phone calls, ensuring data is stored, responded to and actioned appropriately.
- Coordinate and manage Director obligations through efficient diary and daily management
- Work with directorate managers to follow up information and collate documentation for the Director, including presentation and reports for meetings.

Systems and process

- Develop and implement work systems, practices and processes that enable responsive and flexible customer service.
- Practice robust information management practices
- Undertake financial transactions using appropriate information systems within delegated authority.

People

- Work with colleagues in a collaborative way and provide coverage where required for other directorates.
- Work together with others to improve and implement processes to achieve service unit goals.
- Share knowledge with others.
- Develop and maintain relationships with internal and external stakeholders critical to our success.

Who are you?

- Degree or diploma qualified with experience providing confidential and comprehensive administrative support within a complex environment, preferable to senior management or executive.
- A great communicator who can engage with all levels of the business and prepare precise written communications.
- Customer focused in your approach.
- A problem solver, who can gain the co-operation, assistance and trust of others.
- A proactive professional who shows initiative and independence with the ability to establish own work priorities and practices.
- Aware of the sensitive nature of the role, can maintain confidentiality, and adjust and adapt your working style to suit the situation.
- Highly proficient in the use of range of MS suite products.

What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step-up in times of need.

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What will you do?

Service delivery	<ul style="list-style-type: none">• Review and triage incoming correspondence and phone calls, record data in appropriate systems, acknowledge, and initiate appropriate action,• Coordinate the Directors diary and arrange meetings, including room bookings and other resources.• Follow up information, collate documentation, and edit or draft presentations, reports and correspondence for the Director.• Coordinate the inclusion of agenda items and submission of presentations and reports for meetings, including Executive Management Team, Strategic Briefing Sessions, and Council.• Preparation of agendas and minutes and recording within established Manningham Council templates.• Organise directorate events including directorate awards and planning sessions.• Assist in the monitoring and reporting of directorate performance indicators and budgets.• Support other Managers and teams within the Directorate as required.• Undertake minor projects to support the functions of the directorate.
Systems and process	<ul style="list-style-type: none">• Transact within standard Manningham Council systems within acceptable protocols and practices.• Take action to initiate improvements to processes and practices.• Undertake purchasing and financial transactions within delegated authority through Finance One.• Provide training and support to others on core systems, including CRM, Info Council and Camms Strategy.• Implement information management processes that align with corporate standards.
People	<ul style="list-style-type: none">• Promote team work and collaboration with others.• Maintain strong communication and collaboration so that all relevant stakeholder are well informed about progress and outcomes.• Provide coverage for other directorates.• Actively participate in the annual Performance Development Process and seek ways to maintain and develop relevant skills.

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none">• This position exercises initiative and/or judgement within clearly established procedures and guidelines.• Accountable to the Director for the performance of objectives and responsibilities of the position as defined.• Authority to act in accordance with instructions and delegation from the Director.
Judgement and decision making	<ul style="list-style-type: none">• Responsible for undertaking duties maintaining strict confidentiality.• Ability to follow established policies and procedures and manage own work.• Ability to resolve problems and may make changes to continually improve work practices and procedures.• Problem solving may involve adapting previous experience to new situations.• Guidance and advice is usually available.
Specialist knowledge and skills	<ul style="list-style-type: none">• Demonstrated ability to prepare clear and precise written communication, including letter, report writing and use of grammar.• Ability to implement systems to support effective and efficient administration.• High level of accuracy, quality presentation and confidentiality.• Highly proficient in the use of range of MS suite products. Knowledge of Council's core systems would be advantageous - of TRIM, CRM, InfoCouncil, Finance One (Purchasing), CAMMS Strategy.• Ability to promote and enhance integrated information management practices.
Management skills	<ul style="list-style-type: none">• A high level of initiative and independence to establish own work priorities and set objectives within available resources.• Must be able to work under pressure with absolute discretion and utmost reliability.• Ability to manage multiple activities simultaneously.
Interpersonal skills	<ul style="list-style-type: none">• Excellent customer service skills with the ability to communicate with a diverse range of people.• Ability to gain the co-operation, assistance and trust of other employees within the organisation and from visitors• Awareness of, and ability to operate in, a politically sensitive environment.• Maintenance of strict confidentiality at all times.• Flexibility and initiative, and ability to adapt to new or changing circumstances as required
Qualifications and experience	<ul style="list-style-type: none">• Degree or diploma with some relevant experience or lesser formal qualifications with substantial relevant experience.• Demonstrated experience providing confidential and comprehensive administrative support within a complex environment, preferable to senior management or executive.• Local Government experience would be highly regarded.