

Melton City Council

Executive Assistant - City Futures

Position Description

PD: 00552

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Executive Assistant - City Futures
Directorate	City Futures
Business Unit	N/A
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022-26 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Director City Futures
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">• Chief Executive Officer• Directors• Councillors• Service Unit Managers• Council Staff
External liaisons	<ul style="list-style-type: none">• Other Local Governments• Professional Associations• The community• State and Federal Government agencies and departments• Municipal Association of Victoria• Consultants• Business suppliers and contractors

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to



familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide seamless administrative support to the Director of City Futures and Directorate Managers, overseeing the effective management of calendars, correspondence, and communication flow within the Directorate, thereby contributing to the overall operational efficiency and effectiveness of administrative processes
- Support the planning and execution of City Futures projects by coordinating project timelines, milestones, and deliverables. Contribute to the successful implementation of initiatives by conducting research, preparing high-level reports, and engaging in effective stakeholder communication.

5. Key responsibility areas

- Provide all administrative and project support to the Director City Futures and Directorate staff.
- Establish and maintain strong professional relationships with key stakeholders including government agencies.
- Liaise with and maintain a highly effective relationship with elected Councillors.
- Co-ordination and oversight of all Directorate Council reports.
- Ensure the efficient and effective operation of the Office of the Director City Futures.
- In consultation with the Business unit Managers, establish, upgrade and implement effective systems and procedures within the Director City Futures control and recommend organisational systems development where appropriate to ensure efficient and effective systems are set in place.
- Undertake research, lead projects and write reports and correspondence in support of the Director City Futures.
- Schedule and coordinate the functions and commitments of the Director City Futures, inclusive of external relationships.
- Provide exceptional customer service and support.
- Attend to all enquiries and requests from internal and external parties on behalf of the Director City Futures.

6. Accountability and extent of authority

- Fully accountable for all decisions pertaining to the effective management and administration of the Office of the Director City Futures and provide input into the development of policy.
- Serve as the primary point of contact for internal and external stakeholders including State and Federal Governments, ensuring a positive and professional image of the Directorate, adeptly managing inquiries, and overseeing the smooth flow of communication, subject to regular supervision.
- Manage the Director's complex calendar, proactively scheduling and coordinating appointments, meetings, and travel arrangements with regular reporting.
- Prepare and edit a variety of documents, including correspondence, reports, and presentations to ensure adherence to goals and objectives.
- Support the Director in planning and executing City Futures projects to ensure adherence to goals and objectives, including research, project leadership, report writing, and the maintenance of project timelines
- Prepare a variety of presentations, including those to other government departments, on behalf of the Directorate, with the freedom to act as prescribed by the Director of City Futures
- Organize and coordinate events, workshops, and meetings for the Directorate, managing logistics such as invitations, venue arrangements, and post-event follow-up subject to regular supervision.
- Assist and undertake financial administrative duties on behalf of the Director City Futures as required, demonstrating an investigative and analytical nature.
- Exhibit a strong dedication to Work Health and Safety (WHS) accountability by adhering to pertinent WHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Position requires a high degree of diplomacy and sensitivity in the handling of issues and requests and demands judgement and decision making in line with adopted policies and practices, generally based on previous experience.
- As the position often deals with complex problems, there is a requirement for the identification of alternative courses of action to problem solving to new situations.
- Demonstrate strong problem-solving skills by identifying challenges, analysing available information, and propose pre-emptive solutions, improve and/or develop methods and techniques contributing to the overall smooth operation of the Directorate.
- Decisions will require consideration of customer service aspects being within Council's objectives and values.
- Exercise a high level of discretion in handling sensitive and confidential information, safeguarding the privacy and integrity of data and documents within the Directorate.

8. Specialist skills and knowledge

- Understanding of the long-term goals of the City Futures Department and of the relevant policies of both the Directorate and the Council.
- Proficiency in applying theoretical or scientific principles to project management and research, along with strong project coordination skills, is essential for contributing to the successful implementation of City Futures projects.



- Exhibit proficiency in relevant software and technologies, including the Microsoft Office suite, to enhance efficiency in document preparation, data management, and communication.
- Display strong research and analytical skills to support the Director in decision-making, problem-solving, and the preparation of comprehensive reports and presentations.
- Analytical and conceptual skills with meticulous attention to detail including the ability to investigate issues, develop options and make recommendations.
- Familiarity with relevant budgeting techniques.

9. Management skills

- Skills in managing time, setting priorities, planning and organising own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to work autonomously, under pressure, multitask, prioritise, manage competing demands and deliver effective outcomes.
- Flexibility, self-reliance, initiative and self-motivation.
- Coordination and event management skills to effectively organise meetings and functions on behalf of the Director City Futures.
- Ability to train staff, particularly new staff, on processes and systems and organisational culture and implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee's development.
- Management and maintenance of Councils Directorate fleet and risk.

10. Interpersonal skills

- Work in an environment where political sensitivity and confidentiality is paramount also recognize and respect cultural differences, promoting an inclusive and diverse workplace that values perspectives from various backgrounds.
- Exhibit strong conflict resolution skills to address interpersonal issues diplomatically, promoting a harmonious workplace and facilitating productive collaboration.
- Demonstrate empathy and understanding towards the needs and concerns of colleagues and stakeholders, fostering a supportive and inclusive workplace culture.
- Collaborate effectively with team members, contributing to a harmonious work environment by promoting open communication, sharing insights, and supporting colleagues when necessary.
- Demonstrate attentive and active listening skills to understand the Director's instructions, concerns and priorities accurately to respond appropriately to the needs and concerns of the Director, team members, and stakeholders.
- Exhibit strong presentation skills and high level of interpersonal skills to liaise effectively with internal and external stakeholders, conveying information clearly and concisely.
- Display emotional intelligence in understanding and managing one's own emotions and effectively navigating the emotions of others in various work situations.
- Demonstrate a customer service mindset when interacting with both internal and external parties, ensuring a positive and professional experience.
- Ability to mentor individuals and engender trust.



- Ability to liaise with the counterparts in other organisations to discuss specialist matters and with other employees in other functions in the Council to resolve intraorganizational problems.
- Ability to work as an effective team member and achieve Council objectives.
- Possess exceptional written and verbal communication skills to draft high-level reports, correspondence, and project documentation, maintaining a professional image of the Directorate.
- Show proficiency in stakeholder engagement, building and maintaining positive relationships with internal and external stakeholders, representing the Directorate effectively.

11. Qualifications and experience

- Bachelor's degree or diploma in Business Administration, Communications, Public Administration or a related field with some relevant experience or lesser formal qualifications with substantial relevant experience.
- Experience in an executive assistant or high-level project support role at a senior level preferably within a local government context or a similarly complex organizational structure
- Proven track record in providing high-level administrative support to senior executives, ensuring the smooth operation of the Directorate.
- Experience in project coordination, including maintaining timelines, milestones, and deliverables, contributing to the successful implementation of projects.
- Experience in acting as a primary point of contact for internal and external stakeholders, managing inquiries, and facilitating effective communication flow.
- Demonstrated practical experience in financial administrative duties, encompassing budget tracking, invoice processing, and expense management, with a commitment to adhering to financial policies and guidelines.
- Proven experience in operating in an area of competing demands and priorities.
- Current Victorian Drivers Licence.

12. Key Selection Criteria

1. Bachelor's degree or diploma in Business Administration, Communications, Public Administration or a related field with some relevant experience or lesser formal qualifications with substantial relevant experience.
2. Proven experience in providing high-level administrative and project support to senior executives, including calendar management, document preparation, project management and communication.
3. Demonstrated ability to handle sensitive information with discretion, maintaining confidentiality, and ensuring compliance with privacy policies and legal requirements.
4. Strong written and verbal communication skills, demonstrated through the preparation of high-level reports, correspondence, and project documentation, along with experience in stakeholder engagement.
5. Ability to solve complex problems and demonstrated ability to support the planning and execution of projects, maintaining timelines, milestones, and deliverables, contributing to the successful implementation of City Futures projects.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Director City Futures
Approved by Position Title

April 2024
Date Approved

Incumbent's name

Signature

Date

