

Position Description

Executive Assistant - Director Engineering



Position Title	Executive Assistant - Director Engineering	Role ID	ENEXA1
Division	Engineering	Unit	Executive - ENG
Job Grade	5	Award	35
Reports To	Director Engineering		
Revised/Created	April 2021 March 2021		

Primary Objective

- To provide high level, confidential and sensitive executive support to the Director and where required the Executive Leadership Team (ELT) and Managers of the Engineering Division.
- To provide leadership, training and mentoring to the Executive Administration Team (EEA)

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Organisational Environment

ENGINEERING

The Engineering Division provides roads, footpath and cycleway, stormwater, flood mitigation, water supply and wastewater services to the Tweed community and is responsible for the planning, design, construction, operations and maintenance of the associated infrastructure.

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The Position

The position is responsible to the Director and provides quality integrated executive support to the Director Engineering, the Engineering Managers and the Division (where required) to ensure delivery of the business objectives outlined in Council's Delivery Program.

It will require the incumbent to facilitate the coordination and provision of business relevant information including research, compilation of documentation, correspondence and presentation materials in accordance with Council's corporate objectives and the TSC Formal Writing Style Guide

The position requires advanced interpersonal and communication skills in order to liaise with members of the public, government departments, Councillors, senior management team and other divisional staff.

The position has a particular responsibility for supervising the members of the Division's administration unit.

It is essential that the incumbent possesses sound judgement and decision making abilities and must be able to coordinate a number of diverse tasks.

The position is required to perform any other duties as directed by the Director (within broad scope of job grade, skills and training).

The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Administrative and Executive Support to the Director	<ul style="list-style-type: none">• Provision of high level confidential quality integrated executive support to the Director Engineering and direct reports (where required) including (but not limited to):<ul style="list-style-type: none">○ Support with document creation such as correspondence, file notes, memos and reports, ensuring a timely, accurate turnaround.○ Proactive diary management and maintenance together with coordination of meetings with internal and external stakeholders.○ Undertake research and sourcing information required e.g. utilise systems to carry out historic searches on source documents from a variety of software packages.

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	<ul style="list-style-type: none"> ○ Manage all records storage and retrieval systems, including hard copy and confidential. ○ Organise the maintenance of divisional records in the Conference database through iChris. ○ Coordinate and carry out travel activity arrangements for the Director and internal staff of the Division. ○ Research reports and/or correspondence using relevant computer programs. • Liaise with internal and external customers in the absence of Director and pass on messages/information as required. • Tracking of budgets, especially in relation to salaries for the Executive Administration Team and other budgetary requests as required. • Maintain systems for approval of attendance sheets for the Engineering Executive and Administrative Teams.
2. Business Paper and Minutes	<ul style="list-style-type: none"> • Provides support to ELT as required, e.g. scheduling meetings, agenda preparation and minutes. • Prepare Council agenda and minutes document, actioning of resolution advice and take Council's minutes on a roster basis. • Provide relief and support within the senior executive personal assistant team. • Provide meeting support as required.
3. Local Traffic Committee	<ul style="list-style-type: none"> • Organise administration for Local Traffic Committee including tracking and ensuring reports are written to organisational requirements, building of Agenda, in Civic Clerk and provision of minute taking. • Follow process for support of Minutes, distribution to ELT and Council. • Register and Task Action Items • Ensure final correspondence sent to applicant
4. Teamwork, Policies, Procedures and Guidelines	<ul style="list-style-type: none"> • Coordination and supervision of the Administrative Officers duties. • Apply knowledge of policies and procedures to ensure timely and accurate delivery of documentation to all customers.

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	<ul style="list-style-type: none"> • Lead and support the Executive Administrative Team to achieve better outcomes and improve processes in a changing and dynamic environment. • Organise and hold regular monthly Executive Administration Team Meetings to disseminate information and work collaboratively.
5. Communication/Problem Solving	<ul style="list-style-type: none"> • Apply advanced interpersonal and communication skills. • Interact with Government Departments, Councillors, Senior Management, internal staff and the public. • Obtain skills necessary to impart and assist delivery of ECM and Browser basic user training as well as Civic Clerk basic training. • Maintain a sound knowledge of Council policies, protocols, procedures and delegations to receive and respond to resident/client general enquiries. • Provide Director with support on recommended actions for the Executive Administration Team to function more productively. • Seek out opportunities for professional development to increase knowledge and skills as an industry professional.
6. Finance One	<ul style="list-style-type: none"> • Key in orders for the Director into Finance One ensuring correct application of job numbers.
7. Training and Support	<ul style="list-style-type: none"> • Member of Information Records Management Working Group • As a key user, the position is the first point of contact as a help desk for Council's Record Management System users within the Division, as well as the Civic Clerk system.
8. Systems Development	<ul style="list-style-type: none"> • Develop systems, procedures and guidelines for the Admin Team to deliver a high quality of service.
9. Occupational Health and Safety	<ul style="list-style-type: none"> • Support team members to be aware of the need to monitor seated positions and length of time standing and seated at a desk • Where appropriate make suggestions to the WHS Unit regarding improved practices in the office environment.

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	<ul style="list-style-type: none">• If a Workers Comp claim is submitted ensure it is promptly acted upon according to legislation.
10. Council's Record Management System	<ul style="list-style-type: none">• Member of the Information Records Management Working Group. Develop the instigation and implementation of procedures for the accurate input of Council's Record Management System items to enable quick and easy retrieval by all professional officers within the Division.
11. Supervision	<ul style="list-style-type: none">• Supervise all Engineering Executive Administrative Officers and 50% of the EEA Administrative Officer from the Water and Wastewater Unit.• Conduct performance appraisals.• Give ongoing regular feedback.• Arrange and supervise the activities of casual staff.

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Division. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

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Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- Executive Leadership Team
- Councillors (in accordance with Council's Code of Conduct).
- Executive/Personal Assistants
- Divisional Managers
- Staff of Engineering Division
- All other employees of Tweed Shire Council..

External Relationships

- Members of Parliament and/or their staff
- Government officers (eg Local Government)
- Government authorities – state and federal.
- Community members and groups.
- Residents/ratepayers.

Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

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Delegations and Authorities

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.

Selection Criteria

Knowledge and Competence: (to be addressed in full when making application)

1. Certificate IV in Business Administration or similar along with demonstrated knowledge of and experience as an executive/personal assistant,
OR
Extensive practical experience as an executive/personal assistant at senior/executive management level.
2. Demonstrated excellence in time management and organisation/coordination skills.
3. Demonstrated competence in staff supervision and training of support staff.
4. Demonstrated high level competence in the operation of:
 - Microsoft Office applications, including WORD, EXCEL and POWERPOINT;
 - Electronic business paper and minute taking systems; and
 - A variety of relevant specialised computer programs e.g. financial reconciliation, employee records etc
5. Demonstrated superior communication (verbal and written) and interpersonal skills with the confidence to engage with various professionals.
6. Demonstrated ability to work productively to ensure achievement of outcomes including building, maintaining and fostering effective internal and external client relationships, managing multiple requirements while maintaining professionalism and upholding Council's values.
7. Demonstrated competent report and correspondence drafting skills.
8. Demonstrated information research and problem solving skills

Desirable:

9. Associate Diploma in Business Administration or similar

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Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
Relationships	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	Intermediate
Results	
Plan and Prioritise	Intermediate
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	Intermediate