

## Position Description

### Executive Assistant – Corporate Services

<b>Position Title</b>	Executive Assistant - Corporate Services	<b>Role ID</b>	COEXA1
<b>Division</b>	Corporate Services	<b>Unit</b>	Executive - COR
<b>Job Grade</b>	5	<b>Award</b>	35
<b>Reports To</b>	Director Corporate Services		
<b>Revised/Created</b>	January 2020 – Template updated		

### Primary Objective

- To provide high level, confidential and politically sensitive executive support to the Director and where required the Executive Leadership Team (ELT) and Managers of the Corporate Services Division.
- To coordinate divisional web site content and maintenance.

### 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

#### CORPORATE SERVICES

The Corporate Services Division provides a comprehensive range of support services across the organisation in the areas of human resources, risk, work health and safety, corporate compliance, audit, administration, governance, communication, customer service, corporate relations, finance, revenue, information technology, GIS and integrated planning and reporting.

The Division supports the General Manager and the three operational Divisions in a participative and consultative environment aimed at facilitating organisational performance and competitiveness.

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#### The Position

The position provides quality integrated executive support to the Director and direct reports of 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.

The incumbent will coordinate divisional website content and maintenance in conjunction with the relevant staff members.

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

The incumbent will seek out opportunities for professional development to increase knowledge and skills as an industry professional. As well as advocate and model professionalism and impartiality in behaviours and decisions and actively encourage others to do the same.

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. Administration and Personal Assistance to the Director	<ul style="list-style-type: none"><li>• Provide high level, confidential and politically sensitive executive support to the Director and Divisional Managers (where required) including (but not limited to):<ul style="list-style-type: none"><li>○ Proactive diary management and maintenance coupled with coordination of events with internal and external stakeholders.</li><li>○ Monitor and maintain correspondence and emails (as required) on behalf of the Director including distributing, drafting and preparing responses, and providing updates on various matters.</li><li>○ Full co-ordination of meetings with stakeholders (i.e. agenda preparation, minute taking and distribution, invitations, rsvp's, room bookings/setup, equipment needs and catering as required).</li><li>○ Support with document creation such as correspondence, file notes, memos, reports and presentations.</li><li>○ Undertake research and sourcing information as required, e.g. utilise the records management information system to carry out searches on source documents, system location and transfer of matters to other officers for follow up action.</li></ul></li></ul>

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	<ul style="list-style-type: none"> <li>○ Manage all records storage and retrieval system, including hard copy and confidential.</li> <li>○ Maintain divisional records in the Conference database accessed through iChris</li> <li>○ Provide financial administrative support, e.g. through processing purchase requisitions and monthly credit card reconciliations for the Director and Divisional Managers.</li> <li>● Preparation of briefing papers, arranging conference seminars and meetings bookings involving registration, airline bookings, travel, accommodation, itineraries prior to travel .</li> <li>● Monitor and coordinate the flow of reports, memos and correspondence directed to and from the Director.</li> <li>● Supervise and train administration staff (where required).</li> <li>● Undertake projects at level and under the guidance of the Director or Divisional Managers.</li> <li>● Access Internet and Intranet to obtain information as required.</li> <li>● Develop administrative support procedures in collaboration with Divisional officers as required.</li> </ul>
<b>2. Communication</b>	<ul style="list-style-type: none"> <li>● Apply advanced interpersonal and communication skills.</li> <li>● Interact with Government Departments, Councillors, Senior Management, staff and the public.</li> <li>● Maintain a sound knowledge of Council policies, protocols, procedures and delegations to receive and respond to resident/client general enquiries.</li> <li>● Obtain skills necessary to impart and assist delivery of ECM and Browser basic user training.</li> <li>● Seek out opportunities for professional development to increase knowledge and skills as an industry professional.</li> </ul>
<b>3. Business Paper and Minutes</b>	<ul style="list-style-type: none"> <li>● Provides support to ELT as required, e.g. scheduling meetings, agenda preparation and minutes.</li> <li>● Provide relief and support within senior executive personal assistant team.</li> <li>● Provide meeting support as required.</li> </ul>
<b>4. Intranet/Internet</b>	<ul style="list-style-type: none"> <li>● Coordinate the Corporate Web content quality, maintenance and currency of Council's intranet and internet site.</li> <li>● Assist in the creation and maintenance of an A-Z on the Intranet and Internet sites to complement the establishment of a Contact Centre.</li> </ul>

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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.

### 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.
- Digital and Online Developers.
- Staff of Corporate Services Division.

#### ***External Relationships***

- External stakeholders.
- Public
- Government Departments

### 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 Director. 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

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#### 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 Secretarial/Personal Assistant studies and significant relevant work experience.
2. Demonstrated well-developed knowledge and extensive practical experience as an executive/personal assistant at senior/ executive management level maintaining excellent time management and organisational skills to provide high quality confidential support.
3. Demonstrated superior communication (verbal and written) and interpersonal skills including high-level competence in the operation of Microsoft Word/Microsoft office applications.
4. 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.
5. Demonstrated information research and problem solving skills.

#### **Desirable:**

6. Associate Diploma in Secretarial/Personal Assistant studies 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	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	Intermediate