

# POSITION DESCRIPTION

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| **Position Title** | Executive Support Officer |
| **Position No.** | 621 |
| **Position Status** | Permanent Full-time |
| **Business Unit** | Development |
| **Division** | Development |
| **Classification** | Band 5  Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement |
| **Date Approved** | December 2018 |
| **Approved By** | General Manager Development |

**WELLINGTON SHIRE COUNCIL VALUES**

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| **Cooperation** | Working together, teamwork, collaboration and being solution-oriented. |
| **Integrity** | Acting with respect, honesty, reliability, trust, tolerance and understanding. |
| **Balance** | Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources. |
| **Professionalism** | Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement. |

**POSITION OBJECTIVE**

The Executive Support Officer Development provides support and assistance to the General Manager Development and the Development Division.

**ORGANISATIONAL RELATIONSHIPS**

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| **Reports to** | General Manager Development |
| **Supervises** | NIL |
| **Internal Liaisons** | All Council staff |
| **External Liaisons** | Clients, State and Federal Government personnel, Other Municipalities, Members of Parliament (as required), Event Organisers |

**DELEGATIONS/AUTHORISATION**

This position has delegations / authorisation to exercise power as conferred by section 98(1) of the Local Government Act 1989 and other legislation referred to in [S6 Instrument of Delegation](http://intranet.wellington.vic.gov.au/Page/Download.asp?name=S6_Instrument_of_Delegation_to_Members_of_Council_Staff_-_3_March_2015.pdf&size=474619&link=../Files/S6_Instrument_of_Delegation_to_Members_of_Council_Staff_-_3_March_2015.pdf) to Members of Council Staff, [S7 Instrument of Sub-delegation](http://intranet.wellington.vic.gov.au/Page/Download.asp?name=S7_INSTRUMENT_OF_SUB_DELEGATION_28_AUGUST_2015.pdf&size=1522050&link=../Files/S7_INSTRUMENT_OF_SUB_DELEGATION_28_AUGUST_2015.pdf) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](http://intranet.wellington.vic.gov.au/Page/Page.asp?Page_Id=1200&h=0).

**QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE**

**Accountability and Extent of Authority**

* Responsible for providing support to the General Manager.
* Accountable for maintaining the confidentiality of all matters concerning the General Managers work and interactions.
* Managing and preparing correspondence for the General Managers sign-off.
* Representing and maintaining relationships on behalf of General Manager with Councillors, Corporate Management Team and others.
* Responsible for setting priorities for General Managers schedule and seek to limit unproductive interactions.
* Responsible for briefing General Manager of important priorities that arise on a day to day basis.

**Judgement and Decision Making**

* Determine and communicate day to day priorities to the General Manager.
* Exercise judgement in prioritising work to ensure timely completion and delivery.

**Specialist Knowledge and Skills**

* Knowledge of administrative policies, procedures and systems.
* Highly developed problem solving skills.
* Competence in the operation of computers including database, spreadsheet and word processing.

**Management Skills**

* Highly developed office management skills including organisation and time management.

**Interpersonal Skills**

* Ability to demonstrate diplomacy and maintain confidentiality of information.
* Ability to communicate with a diverse range of people.

**Qualifications and Experience**

* Experience in the provision and coordination of administrative support at an executive level.
* Experience in report writing.

**The ability to obtain and maintain the following qualifications, registrations, certifications:**

N/A.

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| **PEOPLE - RESPONSIBILITIES**  Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities. |

* Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
* Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
* Work in a manner that ensures adherence to Council policies and OH&S requirements incl. task analyses (if applicable).

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| **OPERATIONAL - RESPONSIBILITIES**  Developing technical knowledge, monitoring technical systems, managing stakeholder relationships. |

* Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
* Work within agreed plans, policies and processes including safe work practices.
* Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
* Demonstrate a commitment to effective internal and external customer service.
* Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
* Maintain complete and accurate records of all work related activities including documentation and administration as per the WSC records management policy and adherence to the written style guide.

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| **SCHEDULING - RESPONSIBILITIES**  Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team’s work. |

* Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
* Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
* Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

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| **POSITION SPECIFIC - RESPONSIBILITIES** |

* Coordinate and prioritise General Manager's appointment schedule with internal and external stakeholders to ensure timeframes and priorities are met in accordance with CPIs.
* Prepare agendas and/or meeting papers and summaries to ensure General Manager is prepared for meetings in accordance with CPIs, targets and divisional plan.
* Coordinate stationery purchases on behalf of Development Division and ensure all stationary requests are met and within policy.
* Coordinate the Development Division Media Planner in accordance with CPIs.
* Copy classified "Situations Vacant" from local newspapers and publish to websites as per Business Process procedure and in accordance with CPIs.
* Coordinate the Planning Applicant and Planning Objector Survey, presenting findings in a professional report for review by Manager Land Use Planning and General Manager as per Business Process procedure.
* Gather statistics for each of the Division's Business Units and compile Division Dashboard reports as per Business Process procedure in accordance CPIs.
* Take responsibility for database of public events, liaise with internal stakeholders, advise Event organiser their event meets Council requirements in line with Service Delivery Indicators.
* Coordinate the General Managers ECM tasks to ensure that responses are provided within the timelines outlined in the Customer Service Charter.
* Coordinate arrangements for seminars, workshops and conferences to ensure staff are organised and well-resourced in accordance with Council policy.