Executive Officer

POSITION DESCRIPTION

Position Number:	3314	**Position Status:**	Temporary Full Time
Portfolio:	Communities and Environment	**Classification:**	QLGIA (Stream A) Level 5 - Community & Environment Stream (Division 2, Section 1)
Business Unit:	Communities Management	**Reports To:**	General Manager Communities & Environment
Team:	Communities Support Services	**Revised:**	November 2026

Human Resource Delegation:	Band 4	**Financial Delegation:**	Band 4

General Position Statement:

This position supports Council's direction by providing executive administration assistance in a professional, efficient and confidential manner ensuring the development of good working relationships with all employees and the public. The ability to maintain confidentiality is a key requirement of this role.

Specific Responsibilities:

This position has the following responsibilities:

1. Provide high-level executive and administrative support to the Executive Director, including diary management, correspondence, meeting coordination, reporting, document preparation, and ensuring key deadlines are met.
2. Coordinate governance, business operations and departmental administration, including agenda preparation, minute taking, records management, workflow coordination, and the development and implementation of continuous improvement initiatives.
3. Lead and manage business systems, quality assurance and corporate software functions, including the establishment, maintenance, review and administration of specialised system modules, workflows, reporting frameworks and quality management processes.
4. Support organisational performance and strategic outcomes through participation in business planning, performance development processes, service level monitoring, reporting, statistical analysis and the provision of recommendations to senior management.

5. Provide leadership, guidance and mentoring to administrative support staff, fostering a high-performing, customer-focused and results-oriented team environment.
6. Manage stakeholder enquiries, complaints and operational issues, including researching matters, preparing responses, coordinating departmental communications, and ensuring issues are resolved effectively and in accordance with Council requirements.
7. Provide expert advice and support to internal and external customers, ensuring compliance with legislative requirements, Council policies and procedures, while assisting in the effective management of departmental resources and business operations.
8. Act as a role model for Council's values and behaviours at all times and display a high level of professional and ethical conduct.
9. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
10. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.
11. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
12. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Demonstrated communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
2. Sound knowledge and understanding of Council Departments, policies, procedures and legislative requirements.
3. Demonstrated capacity to plan workload, achieve set goals and meet deadlines.
4. Sound level of administrative, report writing, financial and budget management skills.
5. Demonstrated experience in leading a team, including working effectively as a team member.
6. Ability to effectively operate Council's computer systems including Finance One, Council's corporate record management system, Pathways and the Microsoft Office Suite

Mandatory Qualifications, Licences and Experiences

1. Certificate IV in Business or Frontline Management and/or experience in coordinating a small team.
2. Possess and maintain a current motor vehicle drivers licence.

Desirable Qualifications, Licences, and Experiences

1. Experience in a local government environment.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation, if required.
4. Provision of a satisfactory Criminal History Check – Police Certificate (Australia Wide Name Only Police Check), if required.

Delegations and Authorisations:

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.

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SELECTION CRITERIA

Position Number:	3314	**Position Status:**	Temporary Full Time
Portfolio:	Communities and Environment	**Classification:**	QLGIA (Stream A) Level 5 - Community & Environment Stream (Division 2, Section 1)
Business Unit:	Communities Management	**Reports To:**	General Manager Communities & Environment
Team:	Communities Support Services	**Revised:**	November 2026

1. Mandatory Qualifications and Licences:
    - Certificate IV in Business or Frontline Management and/or demonstrated experience coordinating a small team.
    - Possess and maintain a current motor vehicle driver's licence
2. Demonstrated experience providing high-level executive and administrative support to senior leaders, including managing competing priorities, confidential information, correspondence, reporting, and meeting coordination.
3. Well-developed written, verbal and interpersonal communication skills, with the ability to build effective relationships and deliver professional customer service to a diverse range of internal and external stakeholders.
4. Demonstrated ability to plan, organise and prioritise workloads, manage multiple tasks, meet deadlines, and exercise initiative and judgement in a dynamic work environment.
5. Experience managing business systems, records, reporting processes and corporate software applications, including the ability to identify and implement continuous improvement initiatives and quality assurance processes.
6. Demonstrated leadership capability through mentoring, guiding or coordinating staff, together with the ability to contribute positively to a high-performing and customer-focused team environment.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;
- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.