



Executive Support Officer

POSITION DESCRIPTION

Position Number:	3724
Portfolio:	Office of the Chief Executive Officer
Business Unit:	Executive Support
Team:	N/A
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 4
Reports To:	Coordinator Executive Support
Revised:	July 2024

General Position Statement:

This position supports the Mayor, Councillors, CEO and Executive Support Team through the provision of executive support, in an efficient and confidential manner whilst maintaining good working relationships with employees and members of public.

Specific Responsibilities:

This position has the following responsibilities:

1. Act as a point of contact for the Mayor's office and first reference for social media enquiries. Address all enquiries confidentially, sensitively and with discretion.
2. Support the Mayor's office digital and social platforms presence, ensuring content is accurate, in real time and professionally presented in a way which resonates with community.
3. Assist the Mayor with the Mayoral Column, Facebook posts and/or similar content to promote the Mayor and Council's work which informs the community of updates and news impacting the wider community.
4. Provide executive support to the Mayor, Councillors, CEO and Executive Support Team in a confidential and professional manner in accordance with best practice principles.
5. Brief the Mayor on emerging, urgent, and important issues, and undertake analysis and interpretation of correspondence and information and keep the informed of political and sensitive issues which require direct/immediate attention.
6. Brief the Mayor prior to all meetings and events and prepare speech notes as required.
7. Attend meetings, network functions, forums, and conferences with the Mayor, as required, ensuring required follow up actions are completed, and information is relayed to the Mayor and relevant stakeholders.
8. Process and respond to enquiries from constituents, the media, politicians, and lobbyists updating Mayor in a timely manner, as required.





9. Develop and maintain enduring and positive relationships with internal and external stakeholders in order to strategically monitor organisational impacts and/or decisions and effectively work with groups to create positivity and opportunity for Council and the community.
10. Establish and maintain professional working relationships with the Mayor, Councillors, Executive Leadership team, and key stakeholders.
11. Maintain open and regular communication with the executive support office to ensure the Chief Executive Officer is kept informed on organisation matters.
12. Develop efficient and effective procedures to capture how mayoral briefings, information, matters, and actions are being disseminated to the appropriate officers including the CEO, the Mayor and support staff.
13. Undertake research, gather information, and coordinate input from others and prepare correspondence and reports ensuring accuracy at all times.
14. Maintain efficient record keeping practices, administrative systems, and databases on behalf of the Mayor and retrieve information in a timely manner and as required.
15. Maintain confidentiality and discretion, and model Council's Values and Behaviours and demonstrate professional and ethical conduct at all times.
16. Undertake other relevant duties as directed, consistent with skills, competence, and training.

Position Requirements:

Skills/Competencies

1. Proven research and analytical skills and experience resolving complex issues and negotiating outcomes.
2. High level communication (verbal/written) and interpersonal skills to liaise with a broad range of authorities, stakeholders, customers, and to make dependable and prompt decisions within a politically sensitive environment.
3. Experience in providing administrative support for digital and social media platforms.
4. Experience recording accurate meeting notes, developing professional correspondence and documentation including appropriate content for dissemination via, social media, and other distribution channels.
5. Demonstrated time management and prioritisation skills to manage high workloads, meet deadlines, attend meetings at short notice and prioritise conflicting schedules and stakeholder impacts of events.
6. Ability to work outside of normal office hours, to meet to operational requirements and responsibilities of the position.
7. Proficient keyboard skills and advanced level skills in Microsoft Office Suite and operating corporate business systems (i.e. finance, records management).

Mandatory Qualifications, Licences and Experience

1. Relevant tertiary qualifications in business administration, communications and/or relevant experience and disciplined knowledge and skills gained through working in a similar role, together with knowledge of social media practice, relevant statutory requirements, procedures, policies and activities.
2. Possess and maintain a current 'C' Class driver licence.





Desirable Qualifications, Licences and Experience

1. Experience in a local or state government.

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.
4. Must be available to work the on-call roster if required.
5. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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.

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Acting Chief Executive Officer
Signature:	
Date:	25 July 2024
Present Incumbent:	
Signature:	
Date:	





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



Executive Support Officer

SELECTION CRITERIA

Position Number:	3724
Portfolio:	Office of the CEO
Business Unit:	Executive Support
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 4
Reports To:	Coordinator Executive Support
Revised:	July 2024

Please address each of the selection criteria below in your application:

1. Mandatory Qualifications and Licences:

- Relevant tertiary qualifications in business administration, communications and/or relevant experience and disciplined knowledge and skills gained through working in a similar role, together with knowledge of social media practice, relevant statutory requirements, procedures, policies and activities; and
- Possess and maintain a current motor vehicle drivers' licence.

2. Experience in providing administrative support for digital and social media platforms.

3. High level communication (verbal/written) and interpersonal skills to liaise with a broad range of authorities, stakeholders, customers, and to make dependable and prompt decisions within a politically sensitive environment.

4. Experience recording accurate meeting notes, developing professional correspondence and documentation including appropriate content for dissemination via social media and other distribution channels.

Please address each of the selection criteria in your application:

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;

- What was your role?
- What did you do and how did you do it?
- What did you achieve?
- What was the end result/outcome?

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.