

Position Description

POSITION TITLE:	Executive Assistant
POSITION NO:	1095
DIRECTORATE:	Infrastructure Services
DEPARTMENT:	Directors Office
SECTION:	
CLASSIFICATION:	Band 6
LOCATION:	Operations Centre – 95 Sunshine Rd, West Footscray
DATE:	November 2024

ORGANISATIONAL RELATIONSHIPS

Reports to:	Director Infrastructure Services
Supervises:	Nil
Internal Liaisons:	Mayor, Councillors, Executive Management Team, and all levels of Council employees.
External Liaisons:	Contractors, Community Agencies, Media, State and Federal Government Minister's Offices, Other Local Governments, Victorian Local Governance Association and Municipal Associations of Victoria, members of the public and residents and other stakeholders.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

Provide a high level of confidential support to the Director Infrastructure Services in delivering business improvement initiatives and operational projects.

Driving business improvement through championing consistent and organised use of the Directorate CRM system (Salesforce), deriving key insights for informed decision-making and resource allocation

Stewarding governance processes and robust reporting from the Directorate to the Executive Leadership Team and Council

Coordinate and manage the Director's obligations through efficient diary management, monitoring of requests deadlines, and deliverables.

Work with Directorate managers to follow up on information and collate documentations for the Director, in addition to coordinating and formatting of reports, preparation of agendas and taking meeting minutes and recording action items.

DUTIES AND RESPONSIBILITIES

- Provide executive assistance and support to the Director Infrastructure Services including confidential support and day to day management of the Directorate. This will also include the management and support of specific initiatives and events relevant to the Directorate as required by the Director.
- Review and triage incoming correspondence and phone calls, and exercise sound judgement in initiating appropriate action including escalation of items.
- Provide a high level of quality service to internal and external stakeholders as the primary contact person for the Directorate. This will include engaging and maintaining effective relationships with community members, Mayor, Councilors, government officials and other governing bodies and authorities on matters involving Council.
- Manage and support the Director Infrastructure Services with key meetings, including scheduling, agenda preparation, minute taking and following up of action items.
- Manage the day to day operations of the Directorate which includes coordinating the Directorate's reporting and ensuring that, all reports and presentations are of the highest standard.
- Work in conjunction with both the Executive Officer to CEO and to the Mayor and Councilors regarding high profile events and meeting attendances by the Mayor and CEO.
- Coordinate the inclusion of agenda items and submissions of presentations and reports for meetings, including Executive Leadership Team, Strategic briefings, Council, Audit and Risk, Executive Risk and Planning and other organisational meetings.
- Diary and travel management which includes responding to invitations, conferences, meetings, and seminars and ensuring that all necessary information, reports, documents, are available when required.
- Management of the Customer Request Management (CRM) system on behalf of the Director from end to end. This includes logging of requests as per established processes, monitoring progress of requests, reporting on the Director's customer requests via the CRM system, and communicating with the Executive Leadership Team, internal staff and external parties (ie residents, government departments and authorities, members of parliament etc) as required.
- On behalf of the Director, prepare correspondence to residents, State and Commonwealth Government agencies and other authorities that represents Council policy and adheres to legislative obligations.
- Research, develop and implement best practice policies and procedures for the office of the Director Infrastructure Services, ensuring Directorate employees are trained in these policies and procedures.
- Mentor and support Business Support Officers within the Infrastructure Services Directorate.
- Undertake necessary research and provide skilled services including drafting confidential correspondence, preparing and/or proofing reports, maintaining and updating databases, filing and handling telephone enquiries.
- Establish best practices, and implement systems and processes to support the provision of seamless, integrated services across the Infrastructure Services directorate.
- Conduct environment scanning and industry benchmarking to develop and implement policies and procedures as required.

- Assist the Director Infrastructure Services with the monitoring and managing of business unit and budget. This includes processing payment of accounts and reconciliation with budget allocations.
- Mentor and provide training and support to other administration and Council employees on core systems and processes, including the Customer Relationship Management (CRM) system etc.
- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support and formal input into policy development within area of expertise as required.
- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and refer to manager for any decisions on matters that could impact Council's policy, projects and budget.

JUDGEMENT AND DECISION MAKING

- Exercise judgement and autonomy to make decisions based on previously acquired experience and knowledge as well as knowledge of department, organisational goals and objectives.
- The nature of the work is usually specialised with methods, procedures and processes developed through theory or precedent.
- Ability to improve or develop methods, procedures and processes relevant to the role as required and applying them to problem resolutions.
- Guidance and advice from supervisor and other Council employees would usually be available.
- Exercise discretion and confidentiality whilst performing assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Experience in provision of high volume, confidential and comprehensive administrative support within a complex environment.
- Exceptional organisation skills, with an ability to take confident control of the operations, draft clear correspondence and use good judgment.
- Proactive and highly developed customer service mindset, with the ability to establish effective relationship.

- Advance written and verbal communications skills to effectively engage in person, over the phone or via email with a range of internal and external stakeholders.
- Ability to use technology and systems relevant to the role, with a capacity to establish and maintain appropriate procedures when seeking ways to improve and innovate.
- Experience in the use of Microsoft suite range of products and design / presentation programs at an advanced level.
- High degree of accuracy and understanding of local council protocols and governance frameworks.
- Proficiency in the application of theories, policies, procedures, processes and precedents relevant to the role.
- Understanding of the role and function of the team and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to the role.
- Basic knowledge and understanding of budgeting techniques.

MANAGEMENT SKILLS

- Manage time, set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team objectives within a set timeframe.
- Ability to initiate and perceive actions, maintaining a professional approach in an environment of conflicting demands.
- Ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupational Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to liaise with external counterparts and members of other units within the organisation to resolve intra-organisational problems.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence
- Well-developed written and analytical skills focussing on policy and process development, reports and other business writing with personal professionalism commensurate of the role and responsibilities of the position.

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Diploma level or tertiary qualification in Business or Public Administration with substantial relevant experience.
- experience with project management, process improvement, communications and customer service in a multi-service environment.

- Demonstrated experience providing confidential and comprehensive executive support to senior management or executive, within a complex environment.
- Excellent written and verbal communication skills
- Ability to provide exceptional, professional and quality Customer Service to both internal and external customers.
- Strong interpersonal skills with an ability to develop and build key relationships with a diverse range of stakeholders across the organisation and external stakeholders.
- High computer literacy including advanced Microsoft Office suite skills and Presentation and reporting programs and software.
- Ability to use initiative and work autonomously.
- Capacity to work with other Executive Assistants and provide mentoring to other Business Support Officers across the directorate.
- Current Working with Children Check.
- No relevant criminal record found in a Police Check.

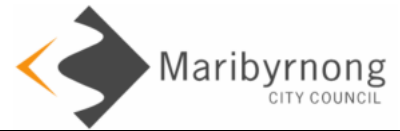
Desirable:

- Local Government experience would be highly regarded

KEY SELECTION CRITERIA

- Demonstrated high level experience of executive support skills, including but not limited to producing policies, procedures, agendas, minute taking, preparing newsletters, correspondences, preparing proposals, and reports for internal and external audiences.
- Demonstrated excellent verbal communication and interpersonal skills to effectively engage and gain the co-operation and commitment from both the public and other staff, sometimes involving sensitive issues or time critical matters.
- High computer literacy including advanced Microsoft Office suite skills and Presentation and reporting programs and software.
- Demonstrated ability to prepare clear and concise written communications, including policies, procedures, letters, report writing and presentations with a high level of accuracy and adherence to established templates.
- Demonstrated high level of discretion and judgement in dealing with sensitive and confidential information, with demonstrated problem solving skills to manage and follow through the various day to day tasks.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to the role. Prior experience and/or knowledge in government and local government protocols and processes.
- Proven ability to manage time, set priorities, meet deadlines and work independently as well.
- An ability to work as a contributing team member, with a “can do” attitude towards routine or new tasks

Position Description



CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council’s Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: