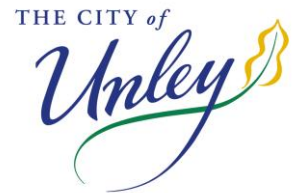


POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY



1. JOB IDENTIFICATION:

Title of Position: ASSISTANT TO THE MAYOR

Business Unit: OFFICE OF THE CEO

Reports to: MANAGER STRATEGY GOVERNANCE AND RISK

Classification: MOA 4

2. POSITION OBJECTIVES:

The Assistant to the Mayor is responsible for providing confidential and professional support to the Mayor and ensuring the efficient flow of administrative and governance processes through the Mayor's Office.

The position takes direction from the Mayor but formally reports to the Manager Strategy Governance and Risk.

The Assistant to the Mayor is responsible for:

- Providing professional support ensuring efficient and effective management of communication to and from the Mayor's Office and professional interaction with residents, Members of Parliament, Local, State and Federal Government representatives, Elected Members and Council Staff.
- Undertaking a range of research and project work to enhance understanding of political and community issues and support informed decision making.
- Providing administrative support including, travel arrangements, event coordination (civic functions) and provision of hospitality to Mayoral guests.

3. KEY RESPONSIBILITIES:

- Apply relevant policies, procedures and processes to ensure the appropriate prioritisation and actioning of incoming correspondence (email, ECM and hard copy items), including the distribution of and/or delegation to the appropriate officer for preparation and/or drafting of responses.
- Undertake research and analysis, identify trends, develop concepts and prepare briefing papers, information materials and reports to support informed decision-making.
- Provide professional and timely secretarial support, including screening and responding to telephone enquiries, organising meeting requirements, minute taking, catering, event coordination (civic functions) and travel where relevant.
- Coordinate customer issues addressed to the Mayor, including determining priorities, researching background information, drafting appropriate responses, and escalating matters as required.
- Assist with the preparation of the monthly Mayoral report for the Council agenda.
- Manage record keeping requirements for the Mayor, ensuring all material is dealt with in accordance with Council Policies, procedures and legislative obligations.



Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES



PURSUE EXCELLENCE
WE STRIVE FOR THE BEST
IN ALL THAT WE DO

Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



ACHIEVE TOGETHER
WE WORK TOGETHER
TO DELIVER RESULTS

Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



DEMONSTRATE INTEGRITY
WE DO THE RIGHT THING
AT ALL TIMES

Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



COMMUNITY FOCUSED
WE DELIVER FOR
OUR COMMUNITY

Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



BE PROGRESSIVE
WE THINK OUTSIDE THE BOX
TO INNOVATE AND IMPROVE

Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Experience in providing administrative/secretarial support at an executive level.
- Experience in working in an environment with sensitive and confidential information.
- Experience in handling complex customer enquiries and achieving resolution.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

Desirable

- A relevant qualification in office/business administration or similar.
- Experience working in Local Government.

b) Knowledge

Essential

- Sound knowledge of customer service principles and practices.
- A comprehensive understanding of either the State or Local government sectors services and facilities.
- Sound knowledge of the legislation frameworks and processes relevant to the role.
- Sound knowledge of the political processes within government or not for profit sectors.
- Understanding of political interactions and considerations, particularly as it relates to Local Government.

c) Skills

Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Well-developed interpersonal skills, that foster an environment of trust and cooperation, including the ability to effectively liaise with external stakeholders, Elected Members, senior executives, staff and community members.
- Customer service and communication skills including the ability to establish parameters for action and provide clear information in response to customer contact.
- Ability to use political acumen/nous and respond with tact, discretion and diplomacy when providing service to elected members and customers.
- Well-developed written communication skills.
- Ability to negotiate and resolve conflict constructively.
- Analytical, research and problem-solving skills including the recommendation of appropriate solutions and preparation of reports or responses to enquiries.
- Well-developed organisation and planning skills to establish priorities, manage workloads and meet deadlines.
- Creative thinking skills and demonstrated use of initiative to develop new ideas/strategies.

d) Personal Attributes

Essential

- Demonstrated attention to detail and high level of accuracy.
- High degree of personal integrity, ability to deal diplomatically with sensitive items and liaise confidentially with relevant parties.
- Strong customer service ethic.
- Initiative, highly motivated and ability to work with minimum supervision.

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: