



Position Description – Executive Assistant to the GM Engaged Community

Division	Engaged Community
Portfolio	GM Engaged Community
Business Unit	GM Engaged Community
Level	5
Reports To	GM Engaged Community
Prescribed Position	No

Position Objective

To provide confidential and professional support to the General Manager Engaged Community and to the division's management team to ensure the office is managed to the highest level of efficiency and professionalism.

Key Responsibilities

- Provide proactive, confidential and professional support to the General Manager and the division's management team as required to assist in achieving divisional priorities.
- Control and maintain an effective diary system for GM Engaged Community in an agile, flexible environment.
- Maintain and action follow up procedures whilst managing filing and other office systems established to ensure effective information tracking.
- Maintain a high level of awareness of matters coming into or out of the Engaged Community division to effectively respond to enquiries and exercise sound judgement on the manner of responding.
- Exercise astute political judgement relating to matters within or incoming for the Engaged Community division, prioritising potential matters in partnership with the GM Engaged Community.
- Provide executive support and assistance to Council's Strategic and Engagement Committee, Executive and Leadership led Steering Groups and project working groups as required. This will involve the preparation of agendas, reports and minutes, and action notes, and attendance at committee meetings.

- Provide administrative support for Council's budget process.
- Proactive co-ordination of recurring Divisional and Corporate processes and documentation required for completion by the GM and Management Team.
- Manage established administrative systems to ensure effective information tracking and ensure relevant follow up procedures are actioned.
- Identify opportunities and implement improvements in administrative systems and customer service initiatives.
- Undertake research, gather data and analyse information to be able to prepare reports and respond to correspondence on behalf of the General Manager, as required.
- Assist with divisional budget reconciliation and compile the divisional end of quarter performance report.
- In conjunction with other members of the administrative team ensure the Council's corporate standards are maintained including training of new employees.
- Out of hours work is required, including attendance at Council or Committee meetings and assisting with meeting preparation and minutes.
- Promote a positive, professional image of Council in all dealings with customers.
- Explore AI and digital tools to streamline administrative work and enhance efficiency.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Responsible for providing leadership of the safety and wellbeing of their staff in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- High level of tact, diplomacy and confidentiality.
- High degree of independence, initiative, energy and enthusiasm.
- Ability to operate autonomously in a flexible, agile and constantly changing environment.

- Demonstrated excellence in customer service.
- Ability to operate efficiently under pressure, to deal effectively with competing demands and to produce high quality responses in limited timeframes.
- Proven ability to successfully interact with people at all levels.
- Proven ability to use initiative, sound judgement and discretion.
- High level of communication skills, both written and verbal.
- High level of research and analytical skills.
- Ability to plan and organise work.
- Proven ability to work effectively in a team environment as well as independently.
- Proven ability to quickly synthesise relevant information and data.
- Advanced computing skills including knowledge of the Windows Explorer and Internet Explorer environments.
- Advanced knowledge of the Microsoft Office suite of desktop applications.
- Ability to use corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management and intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.

Knowledge

- Knowledge of (or ability to quickly acquire knowledge of) policies and procedures of Council.
- Extensive knowledge of the Microsoft Office product suite and of Microsoft Outlook.
- Knowledge of the business activities of the Engaged Community division.
- Knowledge of responsibilities in creating and maintaining Child Safe environments.

Experience

- Demonstrated experience at a senior Personal Assistant level.

Qualifications

Relevant business administration qualification and/or commensurate experience

Essential

Current Drivers License

Essential