

Executive Support Officer

POSITION TITLE:	Executive Support Officer
POSITION NUMBER:	1003
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	4 – 5 Provisions of appointment pay level and progression to be in accordance with the applicable award
REPORTS TO:	Executive Officer Coordinator
DEPARTMENT:	Executive
LAST REVIEWED:	December 2025

ABOUT US

Our communities are famous throughout Australia for being the friendliest in North West Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

Our Commitment

We inspire people to create a better future.

Our Vision

Whether you live here or visit, you will see how much we value our natural beauty, how connected our communities are, and how balanced growth makes this the best place in the world.

We Value



Honesty



Integrity



Accountability

OBJECTIVE OF THIS ROLE

This position is to assist the Executive Office, Chief Executive Officer, Mayor and Councillors to perform their respective responsibilities.

The role provides confidential, efficient, and professional administrative assistance to the Executive Office and Elected Members through the coordination and management of emails, diaries, meetings, day to day activities and assists in the preparation and dissemination of correspondence relating to Council Business.

REPORTING LINES

The Executive Support Officer Role reports to the Executive Officer Coordinator and is in the Executive Office Department.

This position also works closely with the Chief Executive Officer, Mayor, Councillors, Media and Public Relations Officer, internal and external stakeholders

KEY RESPONSIBILITIES IN THIS ROLE

The following outlines the key responsibilities and duties of the position, but is not all encompassing:

Cloncurry Shire Council – general employee commitments

Model and communicate Council's core values and commitments:

- Values: Honesty | Integrity | Accountability | Respect | Friendliness
- Commitments: continual improvement to safety, to compliance, and to the efficiency and effectiveness of service delivery

General Duties

- Provide assistance with scheduling daily activities and appointments, including setting up for meetings.
- Completion of day-to-day work as directed by the relevant officer and/ or elected member including word processing, file movement, professional and accurate typing of correspondence on behalf of the Council;
- Anticipate and meet the regular administrative support needs of the Chief Executive Officer, Mayor and, on occasion, Councillors, including the organisation of meetings, attendance at conferences/seminars, booking travel and accommodation and preparing itineraries.
- Perform photocopying, laminating, binding or other office functions as directed;
- Management of the Executive Meeting Room scheduling.
- Ensure all tasks allocated are completed accurately and within the given timeframes;
- Screen telephone calls and assist or redirect callers to relevant officers as necessary;
- Maintain own compliance with required tasks utilising whatever resources are available under the direction of the Executive Office Coordinator and within established and permitted guidelines;
- Maintain a high level of confidentiality in relation to Council business, particularly when of a 'sensitive' or 'volatile' nature;
- Order and maintain dignitary gift/council merchandise registry.
- Assist Executive Office Coordinator in arranging Executive and Mayoral Events, Dignitary visits and Citizenship Ceremonies.
- Assist the Executive Officer Coordinator with Council Meeting and Council Workshops;
- Ability to work independently or as an effective team member in a high performing environment.
- Provide courteous customer service to all clients and visitors of Council;
- Provide support to the Executive Office Coordinator as required.

- Provide general office administrative assistance within Council as required.
- Other duties within the scope of the position, employee skills and abilities as directed.

When necessary, the officer will also assist with creating and publishing social media content such as public notices and event notifications. The officer may also, at times, be responsible for publishing content on Council's website.

The appointed officer will need to be willing and available to work outside normal working hours from time to time to support occasions such as Mayoral events, dignitary visits and civic receptions.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

- Excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner to both internal and external stakeholders;
- Possess a high level of interpersonal, written and verbal communication and conflict resolution skills to the extent required to communicate with persons with varying levels of education and understanding;
- Possess a genuine interest in the community;
- Excellent time management skills including the ability to prioritise and establish activity/project outcomes to achieve set and agreed goals;
- Possess a high level of confidentiality, tact and discretion when dealing with employees, clients, elected members and sensitive correspondence;
- Demonstrated knowledge of telephone and conferencing systems;
- Demonstrated knowledge of customer service requirements and community expectations;
- Has a high level of skill in the use of Microsoft Office packages and other office programs and equipment and demonstrated ability to effectively operate and maintain administrative systems;
- The ability to maintain a high level of confidentiality in relation to Council business;
- Demonstrated knowledge of functions, departments and relationships of Council, or the ability to rapidly acquire;
- Previous experience at an administrative or secretarial level;
- Previous Local Government experience is desirable.
- Demonstrated knowledge of Workplace Health & Safety practises.

KEY SELECTION CRITERIA

- Knowledge and/or experience within a similar role.
- Good interpersonal and verbal communication skills with the ability to effectively liaise with Council staff, dignitaries, executives, industry leaders and customers.
- Ability to work with minimal supervision, establish work priorities, meet deadlines provide attention to detail and demonstrate initiative to actively follow up, redirect and resolve outstanding matters.
- Demonstrated sound level of computer skills including knowledge of the Microsoft Office Suite, and the ability to rapidly acquire knowledge of corporate and other programs used by the Cloncurry Shire Council such as Synergy Soft, Altus, InDesign and social media.

- Demonstrated understanding of office procedures including ability to format official Council correspondence such as letter's, public notices, Council Reports and an ability to comply with corporate styles.
- Demonstrated experience planning and delivering civic functions and events.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- A current Police Clearance
- Hold and maintain an unrestricted C class driver's licence.

Desirable:

- Qualifications in Business Administration is desirable.

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council Officers have an obligation to uphold workplace health and safety due diligence when working for the Council, Under Section 27 of the *Work Health and Safety Act 2011*("Act")

To ensure that the person conducting the business or undertaking:

1. to acquire and keep up-to-date knowledge of work health and safety matters
2. to gain an understanding of the nature of the operations and generally of the hazards and risks associated with those operations
3. has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking
4. has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information
5. has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above.

Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date