

Executive Support Officer (Executive Administration)

POSITION TITLE:	Executive Support Officer – Executive Administration
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:	June 2026

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

To provide confidential, professional and efficient executive and administrative support to the Chief Executive Officer, Mayor and Councillors while coordinating governance, council meeting and executive office functions. The role also contributes to broader Executive Office operations through shared responsibilities including stakeholder communications, event coordination, records management and administrative support, ensuring continuity of service across the Executive Office.

REPORTING LINES

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

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 (Shared Executive Office Responsibilities)

- Provide confidential support to the Chief Executive Officer, Mayor and Councillors.
- Manage executive diaries, appointments and meeting schedules.
- Coordinate travel, accommodation and itineraries.
- Prepare correspondence, reports, presentations and meeting documentation.
- Assist with Council meetings, workshops and civic functions.
- Coordinate dignitary visits and citizenship ceremonies.
- Respond to customer, stakeholder and community enquiries.
- Maintain records and document management systems.
- Provide administrative support across the Executive Office.
- Assist with website updates and routine communications as required.
- Support event promotion and community engagement activities.
- Maintain governance, confidentiality and recordkeeping standards.
- Provide after-hours support for civic functions and events where required.
- Undertake relief duties across the Executive Office during periods of leave, peak workload or operational requirements.

Governance & Executive Administration Lead Responsibilities

- Governance and Council Administration
- Coordinate Council and Committee meeting processes.
- Assist with agenda preparation, meeting scheduling and documentation.
- Support workshop administration and records management.
- Monitor and track CEO and Mayoral correspondence.
- Maintain Executive Office procedures and administrative systems.
- Assist with policy, governance and compliance documentation.
- Coordinate executive reporting requirements.
- Support corporate governance initiatives and legislative compliance activities.

Civic and Executive Services

- Coordinate dignitary visits, official functions and civic ceremonies.
- Coordinate corporate event logistics.
- Liaise with elected members, government agencies and key stakeholders.
- Support Executive Leadership Team administrative requirements.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

- Demonstrated experience providing high-level executive or administrative support.
- Excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner to both internal and external stakeholders;
- Strong governance, records management and organisational skills.
- 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;
- Demonstrated ability to build productive relationships with elected members, executives, stakeholders and the community.
- 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; or
- 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 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 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
