



## BALRANALD SHIRE COUNCIL

Position Description

Directors Executive Assistant

### POSITION DESCRIPTION

<b>DIVISION:</b> Infrastructure/Corporate	<b>SECTION:</b> Infrastructure/Corporate
<b>Position:</b> Directors Executive Assistant <b>Position Number:</b> 1.03 <b>Code:</b> DEA	<b>REPORTS TO :</b> Director Corporate and Community Services and Director Infrastructure and Development
<b>CLASSIFICATION:</b> Band 2 Level 2 Step 1	<b>NO.STAFF SUPERVISED:</b>
<b>Employment Status:</b> Permanent Full Time	<b>HOURS OF WORK:</b> 35 hours/week (9 day fortnight)
<b>LOCATION:</b> Council Offices 70 Market St Balranald	<b>DESIGNATED MANAGEMENT POSITION:</b> No
<b>APPROVED BY:</b> General Manager	<b>REVIEW DATE:</b> July 2023

### OVERVIEW OF POSITION/PURPOSE

The Directors Executive Assistant is responsible and accountable for the provision of high level secretarial and personal assistant services to the Directors.

The outputs in the form of documentation, customer service and diary management, must be of a high standard expected of a professionally run organisation.

Coordination and management of all Civil and Ceremonial functions.

In terms of outcomes, it is expected that through the outputs of the Directors Executive Assistant, the Directors' will be characterised as being professionally managed, all tasks are undertaken in a timely manner and services are provided on the basis of best practice customer service principles.

#### LINKS (INTERNAL)

- Mayor
- General Manager
- Councillors
- Director Infrastructure and Development
- Director Corporate and Community Services
- Council Staff

#### LINKS (EXTERNAL)

- Ratepayers and General Public
- Other Local Government Departments

### PERSONAL ATTRIBUTES APPLICABLE TO ALL POSITIONS

Display resilience and voice	Be open and honest, prepared to express your views and willing to accept and commit to change.
Act with Integrity	Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards
Manage Self, Deliver Results	Show drive and motivation, commitment to continuous learning and achieving results through efficient use of resources. Ability to operate within a budget.
Work Safely	Take care of own health and safety and that of others, be aware of hazards and promptly report same to WHS officer.
Communicate Effectively, and work Collaboratively	Communicate clearly, actively listen to others and respond with respect; engage and collaborate with others and value their contribution.



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Customer Service Focused

Provide customer centred services in line with organisational objectives and agreed service standards.

Demonstrate accountability

Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in identifying and addressing risk.

### POSITION OBJECTIVES

- To provide high-level secretarial services and administrative support to the Directors
- To ensure that all of the services provided by the Directors are of a high standard

### KEY RESPONSIBILITY AREAS

#### Executive Support – Directors

Provide executive secretarial services to the Directors including:

- word processing
- assessing and prioritising and diarising meetings and appointments
- co-ordination of meetings
- attending to telephone calls, assessing and resolving enquiries where appropriate
- responding to invitations
- drafting responses to routine matters
- assisting with research and gathering of information relating to various project work undertaken by the Directors
- co-ordination of filing and record keeping for the Directors
- act as a first point of contact for the Directors for a range of queries
- Executive secretarial services to the Directors are provided in a timely proactive, accurate manner and treated with confidentiality when required
- High quality standard of documentation
- Timely responses to community
- Ensure that all filing, maintenance of records, file management and day to day activities are undertaken to the required standards
- Provide support and assistance to other Units as requested by the directors or GM
- Identified and acted upon opportunities for service delivery improvements
- Report deadlines achieved for Council and Committee Meetings
- Any other duties as reasonably required

### GENERAL WORK REQUIREMENTS

#### General

- To provide the best customer service to both internal and external customers in accordance with Council's policy and procedures in particular:
- Replying to written correspondence within 10 days
- Returning telephone calls within 24 hours
- Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity
- To support Council objectives in the public forum
- To display a positive attitude towards Council policy and decisions in relation to the position and the public image of the Council



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- To provide a positive personal contribution in the exchange of information between team members, across business departments and with customers
- To contribute to a Service Improvement Program by participating in teams aimed at work improvement
- To participate in team activities
- To participate in training programs designed to increase efficiency and effectiveness
- Presentation of a courteous and helpful image to Councillors, internal officers, outside organisations and community members
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers

### Public Safety/Risk Management

- To be observant with regard to identification of potential public safety hazards and notify supervisor of hazards which cannot be remedied immediately
- Rectify hazards and notify supervisor with a view of preventing recurrence
- To follow up action items with specific timeframes as directed by staff and advise staff of action taken
- Observe risk management principles, policies and practices through the risk management strategy and operational procedure statements
- Employ risk management principles and practices in day-to-day duties and functions
- Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors or the public

### Equal Employment Opportunity

- To actively support the principles and practices of Equal Employment Opportunity

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council

### SPECIALIST SKILLS AND KNOWLEDGE

- Excellent Verbal communication skills, in particular providing information and the recording and relaying of messages
- Excellent written communication skills in order to draft and edit accurate correspondence and documents
- Organisational skills, including time management, prioritisation and management of files
- High level of proficiency within the Windows environment, MS Office applications
- Working knowledge of the Local Government Act is desirable but not essential
- Good knowledge of Local Government's role in providing services to its community
- An appreciation for quality management and best practise principles
- Knowledge of personal assistant role and associated procedures

### PERSONAL ATTRIBUTES



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- Ability to interpret and resolve initial enquiries
- Demonstrated high level of interpersonal skills and work ethics, including; ability to maintain confidentiality, discretion and diplomacy; motivation and enthusiasm; and commitment to professionalism
- Strong commitment to and focus on service provision and contributing to establishing strong community relationships
- Willingness to contribute to and work in a team environment in the provision of high quality, responsive services
- Pride in personal presentation and grooming

### QUALIFICATIONS AND EXPERIENCE

Essential:

- Well-developed written and oral communication skills, with excellent computer skills
- A formal qualification with substantial relevant experience in an Executive support role

Desirable:

- Substantial experience with Microsoft Office Products (E.g. Word, Excel and Power Point)
- Local government experience is desirable

### SELECTION CRITERIA

- An understanding of the role of local government and its relation to other levels of government, the workings of Council and an appreciation of the broader organisational and political context of the Council
- High level supervisory and administrative skills including a proven ability to supervise staff and effectively organise and prioritise time and tasks to achieve targets within set timeframes
- Sound analytical and problem solving skills, with a high level of initiative
- Excellent interpersonal skills with the ability to liaise effectively with a wide range of people, including Councillors, Members of Parliament and ratepayers, with discretion and sensitivity

### ADHERENCE TO COUNCIL'S POLICIES AND PROCEDURES



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I hereby agree to abide by the Council's Policies and Procedures in relation to all employment and work matters.

This is to state that I am aware of and have agreed to the conditions and responsibilities as outlined in this Position Description and understand that:

- 1 My performance will be continuously monitored and measured in accordance with these criteria; and
- 2 I will establish an agreed set of Key Performance Indicators with the Director and General Manager within 60 days of my commencement.

I also understand that my performance will be appraised on an annual basis in accordance with performance measures as set out in the Staff Development Scheme for this position and that both this Position Description and the Staff Development Scheme will be reviewed and updated on an annual basis.

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**Incumbent**

...../...../.....

**Date**

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**Supervisor**

...../...../.....

**Date**

