

Senior Executive Support Officer

Position Description

Directorate	Operations	Department	Operations
Reports To	General Manager Operations	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 5

Position Purpose

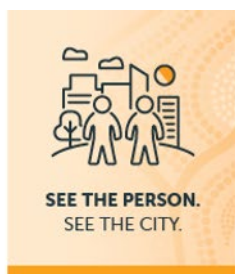
This position will provide high level executive and business support to the General Manager Operations and the senior leaders across the Directorate. This position will also manage and coordinate the ongoing delivery, review and continuous improvement of administrative services and corporate governance processes to support the achievement of Directorate objectives and outcomes.

Key Responsibilities and Outcomes

- Provide high-level executive and business support to the General Manager Operations and senior staff across the Directorate, including drafting complex business documents, correspondence, reports and other relevant documents.
- Provide leadership and direction to a high performing team providing executive-level and business support to the General Manager and senior leaders across the Directorate.
- Provide direction and mentoring to departmental officers regarding business processes and governance.
- Lead the strategic coordination of Directorate operational and Departmental planning and budget processes and support the preparation and analysis of departmental budgets, operational plans and quarterly reporting as required.
- Provide professional support, detailed advice and assistance to the Director and senior leaders across the Directorate in relation to business issues, initiatives and proposals to contribute to the achievement of Directorate goals and objectives.
- Communicate and maintain strong relationships with all levels of staff within the Directorate on various mediums to keep team members well informed of the General Manager and Directorate's important messages, ideas, newsflashes and vital information.
- Lead the enhancement of service provision by proactively identifying service improvement opportunities and developing and reviewing processes in consultation with internal stakeholders, to facilitate change.
- Coordinate and oversee the research and investigation of a range of complex matters, and escalations referred by Councillors, residents, stakeholders and departments to enable the formulation of appropriate responses in accordance with relevant legislation and Council policies and directives.
- Manage customer escalations referred to the General Manager's office, liaising with internal and external stakeholders as required to coordinate professional responses and ensure matters are resolved within appropriate timeframes.
- Liaise with Councillors, departmental officers, customers and residents, using a high degree of judgement, initiative and confidentiality, exercising diplomacy when dealing with issues of a sensitive or political nature.
- Provide oversight and guidance in relation to the management and delivery of Directorate project-related activities.
- Collate, analyse and report on a variety of performance measures and statistics for administrative services, corporate governance and operations support, at divisional, department, team and individual levels.

Our Values

Our values:
guiding how we
work and shaping
our future.



Decision Making

Budget	N/A
Delegations	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Considerable experience in leading a team in providing high level executive and business support to executive and senior leaders in a fast-paced multi-disciplinary environment.
- Knowledge of, or ability to quickly obtain knowledge of, Council systems, policies and procedures.
- Comprehensive experience providing detailed industry advice to senior leaders to ensure compliance with governance and legislative requirements.
- Substantial experience coordinating and overseeing the research and investigation of matters, with strong attention to detail in producing findings and reports in a politically sensitive environment.
- High level ability to apply critical thinking, reasoning, evaluation and decision-making skills within a broad framework.
- Highly developed written and verbal communication skills, with considerable experience in preparing high-level correspondence, reports and other relevant documents.
- Ability to maintain confidentiality and professionalism, particularly when dealing with issues of a highly political and sensitive nature.
- Comprehensive experience in applying continuous improvement practices in the delivery administrative services and governance processes.
- Highly developed people and relationship skills with demonstrated ability to influence and negotiate outcomes at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service.
- Proactive and self-motivated in nature and understand the need to remain adaptable and flexible in a dynamic office environment.
- Highly developed time management, work prioritisation and organisational skills, with proven ability to work with limited supervision.

Qualifications

- Degree in Business or relevant discipline; or extensive experience in leading and providing support at an Executive level.
- Current C Class Driver's License

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.