

POSITION DESCRIPTION

Position Title:	Executive Administration Assistant to Mayor and Councillors	Reports to:	Chief Executive Officer
Department:	Executive Services	Directorate:	Executive Services
Stream:	Stream A	Pay Level:	Level 3 (Division 2 - Section 1) 12% superannuation & 17.5% leave loading
Award:	Queensland Local Government Industry Award – State 2017	Agreement:	The Southern Downs Regional Council Certified Agreement, as amended

1.1 THE DIRECTORATE

The Executive Services Directorate plays an integral part in delivering on the outcomes of Council's 2021-2026 Corporate Plan and related strategies. The Directorate works directly with the offices of the Mayor and Chief Executive Officer (CEO) whilst providing a high level of customer service to Councillors, Directors, Managers, Council staff and the community. The Executive Services Directorate is made up of the Executive Support unit, the Community Resilience Department, the People and Safety Department, and the Strategy, Growth and Stakeholder Engagement Department.

1.2 VALUES

Southern Downs Regional Council recognises our people as our strength, and our five values guide how we work with each other, our actions, our decision making and how we serve our community. Our values bring us all together and contribute to our employees having a meaningful and rewarding career, with opportunities to grow and thrive.



Act with Integrity | **One Region, One Team** | **Lead by Example** | **Service Excellence** | **Our People, Our Strength**

1.3 THE OPPORTUNITY AND JOB ROLE

The key function of this role is to deliver high-quality executive administration coordination to the Mayor and Councillors through the provision of an efficient and effective range of professional administration and support services, in a manner that enhances the performance of the Mayoral Office for the benefit of the Southern Downs region.

1.4 KEY RESPONSIBILITIES AND DELIVERABLES

The key responsibilities may be modified from time to time to ensure the expected outcomes support the Council's operational and corporate plans. All duties are to be conducted in an efficient, timely, professional and safe manner.

The key responsibilities and deliverables for this role include:

- Provide a full range of administrative and executive services and support to the Mayor and Councillors, including preparation of detailed correspondence and documentation, diary management, travel and financial responsibilities, coordinating meetings and civic events and assisting with communications and community engagements.
- Assist with general enquiries and provide general administrative support and assistance as required to Councillors and within the Executive Services unit.
- Undertake duties in a professional and timely manner and exercise a high degree of integrity, judgement, confidentiality and sensitivity in all work-related matters.
- Work collaboratively with other Council staff, using discretion in the absence of decision-makers in problem-solving, meeting deadlines and establishing work priorities.
- Follow established processes in liaising or communicating with groups and organisations who contact the Mayor's office for information and assistance.
- Coordinate meetings and provide secretariat assistance support as required to the Mayor and Councillors, including preparation and distribution of agendas, booking of venues, facilities, catering and equipment and taking of accurate minutes during meetings.
- Liaise with elected members, government departments, community organisations, members of the public and senior management of Council to ensure effective communication with a high level of customer service.
- Under the direction of the CEO, assist to plan and coordinate activities, projects and functions (such as staff Christmas function), and attend events and functions to provide the Mayor and Councillors with executive/administrative support as required.
- Manage purchase orders and invoices for the Executive Services Unit, including monitoring and compliance with relevant policies and procedures;
- Assist in the development, interpretation and ongoing improvements to administrative procedures and practices, to improve customer experience and efficiency;
- Provide a high quality of customer service to both internal and external clients, and assist in customer reporting system upkeep and monitoring;
- Assist with general enquiries and administrative tasks relating to the Executive Services unit, and provide administrative support to the Executive Assistant to the CEO as required;
- Respond to customer enquiries and monitor team tasks such as Merit and ECM task list.
- Promote the image of Council by maintaining a professional public interface between Council and its customers by demonstrating an appropriate high level of customer service when dealing with the public, contractors, internal staff, government departments and all other stakeholders.
- Actively participate in a working environment supporting quality and contemporary practices including employment equity, anti-discrimination, workplace health and safety and ethical behaviour.
- Maintain records consistent with Council requirements and the Privacy Principles;
- Undertake other duties as directed by the CEO, as are reasonably within the limits of the incumbent's skill, competence and training.

1.5 SELECTION CRITERIA

ESSENTIAL CRITERIA

1. Demonstrated ability to provide exceptional executive and administrative support requiring a high degree of confidentiality and accuracy, and using a sound level of judgement, initiative and problem solving.
2. Demonstrated ability to handle matters of high sensitivity with confidentiality and integrity.
3. Sound understanding of local government operations, including the role of Mayor, Councillors and Council staff.
4. Well-developed communication and interpersonal skills and proven ability to provide accurate, helpful and timely support to both internal and external customers.
5. Demonstrated ability to develop a working knowledge of a diverse range of functions and tasks, the accurate interpretation and application of relevant policies, procedures and processes, and to develop and improve administrative procedures and practices to improve efficiency.
6. Demonstrated ability to plan and prioritise own workload and to manage time effectively under general supervision.
7. Demonstrated ability to operate cooperatively and collaboratively in a team, ensuring team members are involved and kept informed, and to actively contribute to a positive and respectful work environment.
8. Highly developed computer literacy skills, including high level skills in the use of the Microsoft Office Suite, and other systems such as Merit and Technology One as required.

DESIRABLE CRITERIA

1. Previous experience working in local government, particularly in regards to an awareness of, or exposure to, operating in a political environment.
2. Commitment to and understanding of process improvement and sustainability principles.

1.6 TRAINING

- On the job training will be provided to ensure that the position holder maintains a satisfactory knowledge and skill base.
- The position holder will be encouraged to attend workshops and seminars relevant to the position so as to ensure ongoing professional development.

1.7 WORK HEALTH AND SAFETY RESPONSIBILITIES

- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons.

1.8 ORGANISATIONAL RESPONSIBILITIES

- Comply with all the requirements of Council policies and procedures as amended from time to time.
- Ensure complete and accurate records are captured, created and maintained.
- Deliver high quality customer service within the organisation and to the public.
- Ensure the security and appropriate intended use of Council information at all times.

1.9 REQUIRED LICENCES AND QUALIFICATIONS

- Certificate in Business Administration (or related discipline) and/or ability to demonstrate equivalent experience relevant to the role.
- A Class C (car) licence or greater is required in this role.
- A Blue Card (Working with Children) or the willingness and ability to obtain this card is required.

1.10 DESIRABLE LICENCES AND QUALIFICATIONS

- Relevant qualifications of at least certificate level would be highly regarded

1.11 OTHER POSITION REQUIREMENTS

FLEXIBLE HOURS REQUIREMENT – MANDATORY

- Preparedness to work flexible hours outside the scope of normal business hours (early mornings, evenings and/or Saturday).

PROBATION PERIOD

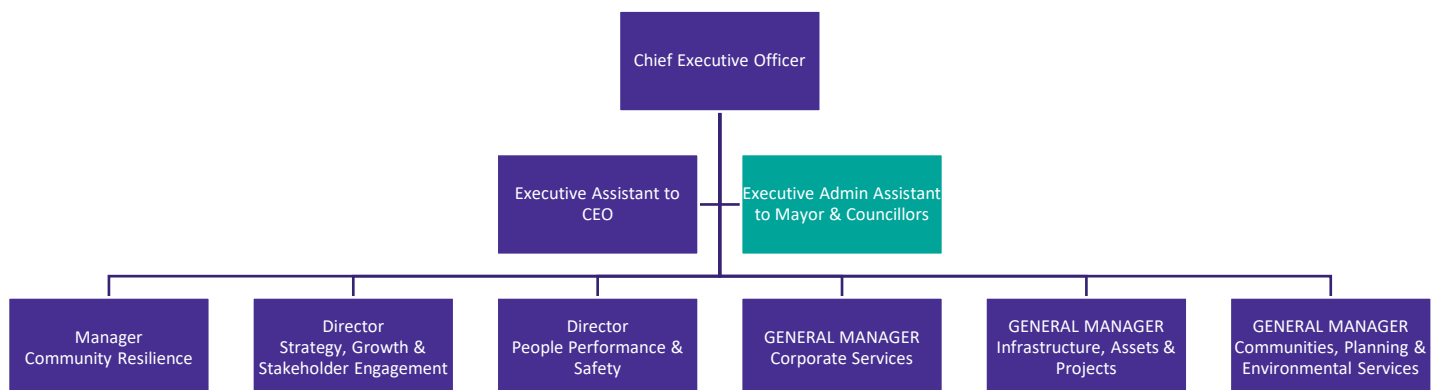
- This role is subject to a three (3) month Probation period to a maximum of six (6) months, during which time the employee will be assessed for suitability as part of ongoing development in the role.

PRE EMPLOYMENT CHECKS

- Prior to employment candidates **will** be subject to the following checks in most instances:
 - National Criminal History Check (mandatory)
 - Drug and Alcohol screening (mandatory)
 - Reference Checks (mandatory)
 - Health Declaration (mandatory)
 - Right to Work in Australia check
- Prior to employment candidates **may** also be subject to the following checks:
 - Functional Capacity Assessment / Fitness for Work (to assess physical suitability for the role)
 - Formal qualifications check
 - Licence disqualification / traffic history checks with Queensland Government
 - Blue card Working with Children Check
 - Any other check that is reasonably required by Southern Downs Regional Council

1.12 REPORTING STRUCTURE

ORGANISATIONAL RELATIONSHIP



Council values diversity and welcomes applications from people of all backgrounds and cultural heritage, that have working rights in Australia.