



Executive Support Officer – Office of the CEO

Role purpose

To provide high level administrative and clerical services to support the Chief Executive Officer and the Office of the Chief Executive Officer to achieve their objectives.

Role overview

EA & Classification	<i>Hobart City Council Enterprise Agreement 2024 (or its successor)</i> Municipal Officer Level 3
Position Number	4455
Number of direct reports	0
Responsible for total staff	0
Delegations & Authority	Nil
Budget level	Nil
Network, Group, & Team	Executive Services Network, Office of the CEO
Immediate Manager	Executive Officer – Office of the CEO (9803)



Executive Support Officer – Office of the CEO

Role accountabilities Key result areas

- Provide a broad range of confidential and high level administrative and executive support to the Chief Executive Officer (CEO) and Executive Officer – Office of the CEO.
- Coordinate and monitor correspondence movements including the facilitation of and independently writing responses to enquiries and concerns from key stakeholders and the community.
- Coordinate multiple complex activities and special projects and deliver a broad range of events, forums and functions.
- Support the CEO by proactively responding in a timely manner to enquiries from Elected Members, residents, employees and other stakeholders with a high level of discretion, maturity, diplomacy and judgement ensuring exceptional customer experience.
- Provide support to the Executive Officer – Office of the CEO by assisting with the CEO's office strategic and corporate inputs and assisting with the coordination of reports and information for Council and committees.
- Maintain a high level of awareness of matters coming into and out of the Office of the CEO to effectively respond to enquiries and exercise sound judgement on the manner of response.
- Manage the CEOs diary and CEO Office email boxes and determine the most appropriate course of action in order for a response to be provided.
- Collate meeting papers / develop briefing notes as required for the CEO's attendance/representation at meetings and events.
- Develop briefing materials for events and functions utilising strong research and analysis skills, liaising with Council Networks and external stakeholders to ensure the appropriateness of content.
- Coordinate the development of newsletter content for the CEO and CEOs Office.
- Prepare and process invoices for payment arising from the CEOs Office expenditure, including generating purchase orders and reconciling accounts.
- Work collaboratively as part of a small administration team to ensure the delivery of high quality programs, activities and customer and client service.

Behaviour Standards

- Actively demonstrate the expected behaviours described in the City of Hobart Capability Framework in accordance with the position classification.

Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.

NOTE: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.



Selection criteria

Essential

1. Degree or Diploma in Business Administration or related field and/or significant relevant experience in a similar role.
2. Current Driver Licence.
3. Sound communication skills to enable effective teamwork with colleagues and respectful interactions with stakeholders.
4. Ability to liaise effectively across a wide range of employees, external organisations and government agencies.
5. Well-developed time management skills coupled with an ability to manage simultaneous tasks in a complex challenging environment with competing demands and multiple deadlines.
6. Ability to organise and coordinate multiple activities coupled with high level attention to detail and accuracy.
7. Demonstrated ability to provide excellent customer service, show initiative and personal judgement in responding to a diverse range of internal and external stakeholders whilst maintaining discretion and confidentiality.
8. Demonstrated ability to proactively support a senior executive with their day-to-day operations including an ability to anticipate needs.
9. High proficiency in the use of word processing and formatting, spreadsheets, website content, information management and database applications.
10. Ability to self-reflect and demonstrate organisational value and behavioural standards.

Pre-employment checks

1. National Criminal History check
2. Pre-employment Medical Assessment – Low Risk.

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

Our Values



People

We care about people – our community, customers and colleagues



Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.



Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.



Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community



Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.

WORKING TOGETHER TO MAKE HOBART A BETTER PLACE FOR THE COMMUNITY