



Personal Assistant to Director Corporate Services

The opportunity

As Personal Assistant to the Director Corporate Services, you will provide trusted executive and administrative support that helps the Director and the Senior Manager People and Culture stay organised and informed.

This is more than diary management. You will manage correspondence and meeting preparation, coordinate important organisational processes, follow up actions and make sure the right information is available when it is needed. Your ability to anticipate needs, resolve issues early and use sound judgement will help the Directorate operate effectively.

You will work closely with senior leaders, staff across Council, Councillors, other personal assistants and the People and Culture team. You will also communicate with community members, government agencies, consultants, contractors and other external organisations.

You will join a collaborative network of personal assistants who support each other and coordinate work across Council.

This is a permanent full-time 35 hour per week and primarily office-based position. Salary from \$95,925 up to \$105,988 per annum plus (Salary package will be assessed based on skills, experience and qualifications).

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection criteria as outlined overleaf.

Contact Renee Campbell, Director of Corporate Services via Dani Thompson in the Talent Acquisition Team on (02) 4227 7071 for questions related to the job.

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Sunday 18 October 2026.

What you will be doing

In this role, you will:

- Manage the Director's diary, inbox, calls, correspondence and daily administrative priorities
- Prepare for meetings by gathering, checking and summarising relevant information
- Plan and coordinate Executive and Divisional meetings, including bookings, documentation and recording meeting outcomes
- Monitor actions, customer requests and organisational processes to ensure they are completed and followed up
- Coordinate accurate and timely reports for Council and the Executive
- Research, collate, verify and communicate information to support informed decisions
- Review letters, reports and other documents with close attention to accuracy and detail
- Respond to or redirect complex enquiries using sound judgement and initiative
- Build productive relationships across Corporate Services, Council and the wider personal assistant network
- Provide administrative support to the Senior Manager People and Culture
- Coordinate projects, conferences and workshops as required
- Identify opportunities to improve administrative processes and support services

Your focus will be on becoming a reliable point of contact, developing a strong understanding of the Director's priorities and anticipating the information and support required for upcoming work. Success will mean keeping important activities moving, communicating clearly and addressing issues before they become larger problems.

About you

You thrive in a complex organisation and understand what senior leaders need to perform at their best. A natural organiser with sound judgement, you anticipate needs, act proactively and keep priorities on track.

You will bring:

- Proven experience providing high-quality executive or senior administrative support
- Excellent organisational and time-management skills, with the ability to balance competing priorities and meet deadlines with limited supervision
- Clear, accurate and concise written and verbal communication skills
- Discretion and professionalism when handling sensitive or confidential information
- Meticulous attention to detail
- Confidence in building effective relationships with senior leaders, staff, customers and external stakeholders
- The ability to research, collate, verify and summarise information for executive use
- Proficiency with Microsoft applications, digital systems and online resources
- A commitment to responsive, professional customer service

Comfortable working with a high degree of autonomy and trust, you recognise what needs attention, take appropriate action and know when to escalate. You bring Council's values of Respect, Integrity, OneTeam, Sustainability and Courage to every decision, relationship and task.



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



Veterans
Employment
Program



Committed
to Core
Inclusion



Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage.

The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation.

1. Tell us about your experience providing executive or senior administrative / personal assistant support. What type of leader or team did you support, what were your key responsibilities, and how did you help them achieve their objectives?
2. Describe a time when you had to manage multiple competing priorities, deadlines or stakeholder requests while ensuring ensure all tasks were completed successfully.
3. Give an example of a situation where you handled confidential, sensitive or complex information and needed to exercise sound judgement. What was the situation, what actions did you take and what was the outcome?
4. Provide an example that demonstrates when you used technology or digital systems to improve a process, manage information or support a leader or team.



Why you'll love working here

We're values based, and purpose-led

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Great working conditions

Enjoy a 35-hour work week.

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

