

# POSITION DESCRIPTION



<b>Title:</b>	<b>Executive Assistant to Mayor and Councillors</b>
<b>Position Number:</b>	<b>CV09</b>
<b>Classification:</b>	<b>Band 6</b>
<b>Directorate:</b>	<b>Corporate Services</b>
<b>Department:</b>	<b>Governance</b>
<b>Award:</b>	<b>Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001</b>
<b>Incumbent:</b>	<b>Vacant</b>

## ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Team Leader Governance
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>▪ Nil</li></ul>
<b>Primary Internal Relationships:</b>	<ul style="list-style-type: none"><li>▪ Mayor and Councillors</li><li>▪ Chief Executive Officer</li><li>▪ Executive Leadership Team</li><li>▪ Responsible Managers</li><li>▪ Executive Support Network</li></ul>
<b>Primary External Relationships:</b>	<ul style="list-style-type: none"><li>▪ All Staff</li><li>▪ Ratepayers and Residents</li><li>▪ Community</li><li>▪ Local and other Members of Parliament</li><li>▪ Neighbouring and other Municipal Councils</li><li>▪ Business and Industry Representatives</li><li>▪ Local Government Bodies</li></ul>

## POSITION OBJECTIVES

Provide high quality, confidential executive secretarial and reception support to the Mayor and Councillors, whilst working closely with the Chief Executive Officer.

Liaise with all of the Directors, Executive Assistants and internal officers across the organisation in order to assist the Mayor and Councillors, general public, external government departments and internal customers.

## KEY SELECTION CRITERIA

- Demonstrated ability to provide high level, specialist secretarial and administrative support to executive or political personnel, such as Chief Executive Officers, Directors, Councillors or Mayors.
- Proven experience in providing professional, timely, and quality customer service to both internal and external customers.
- Demonstrated skills and ability to work independently, with minimal supervision, in a proactive high pressure environment, including working with and around sensitive civic matters.

- Ability to manage multiple projects, including analysing and solving issues as they arise, and prioritising matters that require action from Mayor and Councillors.
- Demonstrated experience in using information systems that support the functions of the corporate services directorate such as MS Office, financial systems, human resources systems and records management systems.

## KEY RESPONSIBILITY AREAS

- Liaising with politicians, senior government and community leaders and members of the public on matters of interest to the Mayor and Councillors.
- Organisation and management of civic events, key stakeholder meetings, delegations, community meetings and visits on behalf of the Mayor and Councillors, including the preparation and review of speech notes, where required.
- Research and develop briefings for the Mayor and CEO for key stakeholder visits, particularly federal and state Ministerial visits including bio, photo, key portfolios, recent announcements, etc.
- Manage Citizenship Ceremonies on behalf of Council, including approval of recipient list with the Department of Immigration, coordinating ceremony booking arrangements and gifts, and managing the registration process to ensure all recipients presented on the day meet the statutory requirements of the Department.
- In conjunction with the Manager Corporate Governance and the Team Leader Governance, identify, arrange and coordinate appropriate training, support and assistance for the Mayor and Councillors
- Coordinate all travel and accommodation requirements on behalf of the Mayor and Councillors, including Interstate and International travel, in accordance with Council Policy.
- Work with the marketing and communications team to facilitate Mayoral responses to media enquiries.
- Working closely with the Executive Assistant to the Chief Executive Officer, to ensure that the diaries of the Mayor/Councillors and Chief Executive Officer are coordinated and significant events and activities have appropriate Council attendance.
- Monitor emerging trends and developments occurring across the sector via the MAV, VLGA, ALGA and LGV and prepare regular bulletins for distribution to Councillors to ensure they remain informed of current matters.
- Provide project support and research as required by the Mayor.
- Research, identify and interpret information and matters prior to briefing the Mayor.
- Provide support, assistance and guidance to the Executive Support Network to ensure a coordinated and consistent approach to achieve high quality standards in line with organisational policies across the organisation.
- Providing high level, efficient and professional reception service for the Mayor's Office.
- Independently prepare the Councillor Activities report for all scheduled Council Meetings.
- Independently prepare the Mayor Weekly Status Report and Recognition/Acknowledgement letters as required.
- Responsible for a corporate credit card including approving its use, following up receipts, ledger numbers and completing statements each month.
- Manage the Councillor Enquiry Process, providing guidance and reporting where required.
- Assess and process sponsorship requests in accordance with Council Policy, including the preparation of response letters and processing payments and reconciliations.
- Responsible for independently coordinating the Mayor and Councillors incoming mail, including the preparation of acknowledgement letters and / or formal responses.
- Assist with the review of Councillor related Policies.
- Review relevant systems and processes to ensure flexible and responsive service delivery.
- Carrying out special projects as may be required from time to time.
- Process the monthly allowances for Councillors and expense claims as required.
- Provide general administrative support to the Corporate Governance team as required.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

### This position is accountable for:

- The implementation and maintenance of operating procedures and systems to ensure the smooth and coordinated operation and organisation of the office of the Mayor and Councillors.
- Facilitating compliance related processes on behalf of the Mayor and Councillors in accordance with the Local Government Act and Council Policies, including expense reimbursements, gift and conflict of interest declarations, training requests and the processing of Councillor allowances.
- Effectively coordinate Councillor invitations, events and enquiries.
- Accurately monitoring, researching, and interpreting Government sector trends to prepare regular bulletins for distribution to Mayor and Councillors.
- The ability to maintain confidentiality and exercise discretion in a political environment.

### This position has the authority to:

- Work within the scope of the position description and assigned delegations.

- Independently and effectively manage correspondence, appointments and event representation on behalf of the Mayor and Councillors.

### Judgement and Decision Making

- The Executive Assistant to the Mayor and Councillors is responsible for making decisions and exercising judgment about the areas for which they are responsible including dealing with all customers in an effective manner in line with the Council's expected protocols and resolving issues as they arise in a professional and positive manner.
- The nature of the work is usually specialised with methods, procedures and processes. The work may involve improving and or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- Guidance and advice are usually available.

### Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

## SKILLS AND KNOWLEDGE

### Specialist Skills and Knowledge

- Highly proficient in the provision of secretarial and administrative support at senior management level in a large, multifaceted organisation.
- An ability to understand the long-term goals of the Mayor's office and of the wider organisation, including knowledge and understanding of the local government operating environment.
- Advanced computer skills, including experience with relevant software packages particularly the Microsoft suite of applications.
- The ability to organise, manage and deliver significant civic functions and activities, often at short notice.
- The ability to monitor, research, and interpret relevant emerging trends and data.
- Dealing with and confidently maintaining highly confidential and sensitive information.

### Management Skills

- Ability to manage own time, set priorities, and plan and organise own work to efficiently deliver the desired outcomes and set objectives of the position within set timeframes.
- Highly developed organisational and planning skills, with the ability to work confidently to deadlines and under pressure with existing resources available.
- Actively demonstrating a positive approach to teamwork and developing organisational relationships.
- An understanding of and ability to implement practices relating to equal employment opportunity, occupational health and safety and employee training and development.
- Continuous improvement in performance and productivity.
- Ability to manage conflicting situations and workplace pressures to achieve positive outcomes.

### Interpersonal Skills

- Ability to use expertise in relevant fields to write and review reports, speech notes, and prepare formal external correspondence on behalf of the Mayor or Councillors.
- Effective consultative and facilitation style demonstrated by the ability to work in a collaborative manner.
- Build working relationships with the Mayor and Councillors.
- The ability to gain the co-operation and assistance of others in the achievement of work activities, including Councillors, senior management, other employees and members of the public.
- Be capable of working with, relating to, and communicating with a wide range of people from the community, Councillors, Council officers, other tiers of government and organisations in relation to specialist matters or the resolution of issues.
- Be an innovative and lateral thinker.

## QUALIFICATIONS AND EXPERIENCE

- Diploma or above in business administration or similar qualification with demonstrated experience of at least 2 years in similar administrative role and/or extensive experience in a secretarial role such as Personal Assistant/Executive Assistant to executive or political personnel.
- Excellent communication skills, both oral and written, to effectively communicate and work with a diverse range of internal and external customers, including networking with counterparts in other organisations.

- Strong organisational skills, particularly in relation to the organisation of significant civic functions and activities.
- Well-developed customer service skills and experience.
- Excellent personal and professional presentation.
- Well-developed problem solving skills and the ability to think clearly, quickly and laterally.

## OTHER INFORMATION

### Other information

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Victorian Drivers Licence

## LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

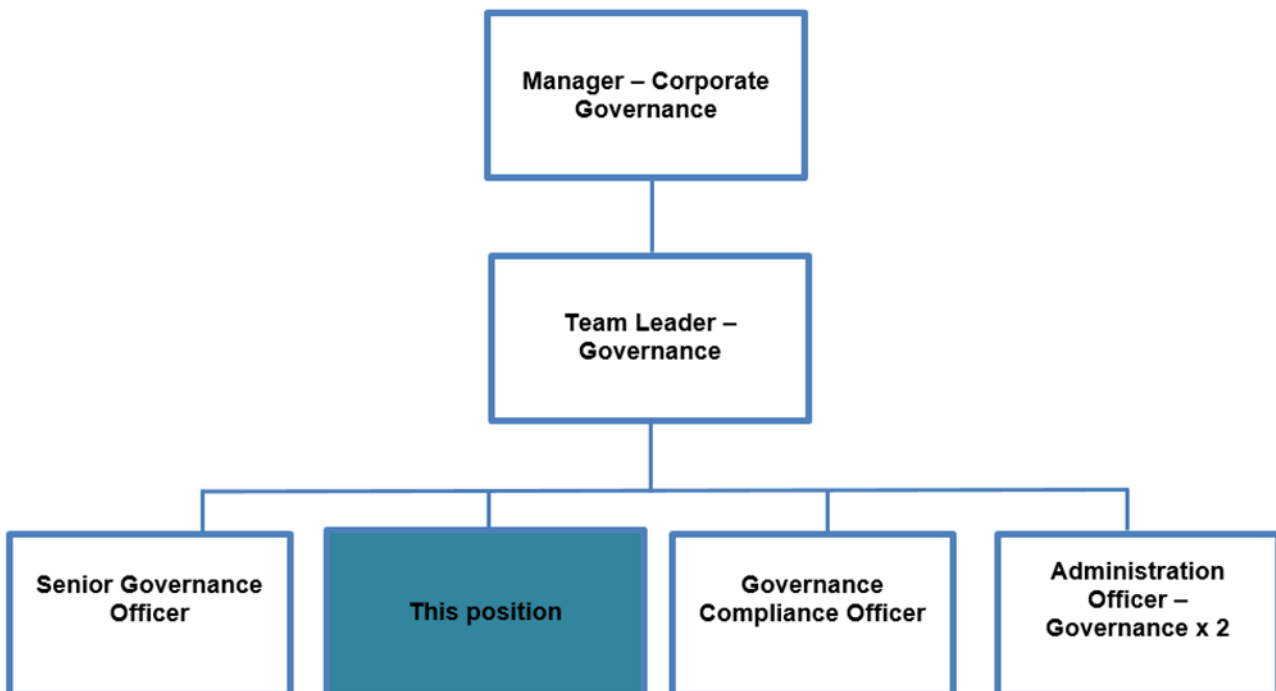
- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council Operational Policy – Employees Code of Conduct

This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

## ORGANISATIONAL CONTEXT

### Departmental Overview

The Corporate Governance Department is responsible for providing the Governance, Risk, Contracts and Procurement, Information Management and Corporate Planning functions for Council including: providing advice to Councillors and Council Officers on the interpretation and application of the Local Government Act 2020 and associated regulations; ensuring Council meets its statutory obligations under the legislation; risk management, audit and insurance management; management, monitoring and ensuring appropriate storage and handling of Council's documents and records; freedom of information requests; contract and tender administration and procurement management.



Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.

**Respect first,  
always**

We are attentive, listen to others and consider all points of view in our decision making.

**Take  
Ownership**

We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.

**Courageously  
Lead**

We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.

**Working  
Together**

We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.

**Continually  
Innovate**

We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.

**Start the  
Celebration**

As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

# SHARED ORGANISATIONAL RESPONSIBILITIES

## Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

## Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

## Recordkeeping

As an employee of the Victorian Public Service Sector, it is your responsibility to ensure you are fully aware of recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create and capture full and accurate records of all work related decisions and activities into relevant approved corporate systems.

## Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

## Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

## Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

## INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

<b>Never (N)</b>	Does not occur
<b>Rarely (R)</b>	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
<b>Occasionally (O)</b>	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
<b>Frequently (F)</b>	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
<b>Constantly (C)</b>	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
<b>Work Environment</b>					
Indoors					X
Outdoors		X			
Slippery Surfaces		X			
Uneven ground/Sloped areas		X			
Work in isolation		X			
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells	X				
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste	X				
<b>Body Posture</b>					
Standing			X		
Sitting					X
Squatting/Crouching		X			
Kneeling		X			
Twisting		X			
Bending		X			
<b>Manual Handling</b>					
Reaching or working overhead (above shoulder)		X			
Reaching forward			X		
Gripping/fine motor movement			X		
Pushing/restraining			X		
Driving a vehicle			X		
Lifting floor to waist		X			
Lifting waist to overhead		X			
Lifting from a truck/trailer	X				
Lifting 0 - <5kg		X			
Lifting 5 - <10kg		X			
Lifting 10 - <15kg	X				
Lifting 15kg+	X				
Carrying awkward loads		X			
Climb steps/stairs/ladder			X		
Exposure to vibration	X				
<b>Psychosocial</b>					
Give direction to others			X		
Dealing with aggressive customers		X			
Dealing with upset? customers		X			
Supporting dependent persons	X				

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	<b>N</b>	<b>R</b>	<b>O</b>	<b>F</b>	<b>C</b>
<b>Cognitive</b>					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve				X	
Reason/make sense of things				X	
Make critical decisions			X		
Ensure accuracy/details					X
Remember names/details				X	
Show creativity		X			
Examine/observe others		X			
Work quickly				X	
Concentrate amid distractions				X	

## ACCEPTANCE AND AUTHORISATION

### Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

**Authorising Officer Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_