



Position Description

Executive Support Officer

Council Strategic Vision

Balancing our progress with our heritage, we lead in coastal management to deliver high-quality public spaces and services to build a welcoming, safe and active community where resident, visitor and business prosperity meet.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

ARISE: Achievement, Respect, Innovation, Simplicity, Engagement



TITLE:	Executive Support Officer
LEVEL:	3
POSITION OBJECTIVE:	
Provide administrative and organisational support for the delivery of civic governance services and to the General Manager Strategy and Corporate, including assistance in managing the operations of the elected body, providing professional customer service support to the public, Council, Elected Members and staff. Also responsible for supporting the Internal Audit Committee and ensuring timely processing of Council and Governance documents.	

1. REPORTING RELATIONSHIPS

- This position reports to the Personal Assistant to the General Manager Strategy & Corporate.
- There are no staff reporting to this position.

2. KEY PERFORMANCE INDICATORS

- Professional and timely customer service support is provided to the public, Council, Elected Members and staff.
- Council Meeting operations and compliance registers are maintained to remain up to date all the time.
- Systems and processes are up to date and maintained accurately.
- Internal Audit Committee administration support is provided effectively and within required timeframes.
- Annual PDR process implemented with measurable goals and an effective personal development plan aligned to role requirements.

3. POSITION DETAILS

PEOPLE & CULTURE

- Assist with and, where required, provide administrative support and respond to enquiries received from Elected Members.
- Provide administrative support to the General Manager, Strategy & Corporate as required.
- Provide administrative support to the Internal Audit Committee including preparation of agendas, documentation and taking minutes of meetings.
- Provide information/advice to the public, Council and staff regarding petitions and deputations.
- Provide multifunctional customer service to the Community of Holdfast Bay's external and internal customers.
- Manage the Corporate Uniform function on behalf of Council including liaison with the vendor and processing of invoices.
- Assist with organising all Elected Member events, functions and community invitations.
- Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers.
- Actively participate and maintain a customer focused culture.

SYSTEMS & PROCESSES

- Proactively assist with the preparation, printing, collating and distribution of agendas and reports for Council meetings and electronic uploads.
- Provide administration support to the Internal Audit Committee including preparation of agendas, reports and attendance at meetings to record minutes.
- Provide back-up administration support for Council meetings and workshops as required.
- Assist with legislative compliance and election processes.
- Assist with preparing minutes, meeting actions and statistics for Annual Business Plan.
- Ensure compliance with legislation and policy and apply seal when required to relevant documents.
- Assist with managing and maintaining processes relating to Elected Member Code of Conduct.
- Coordinate petitions and deputations to and from Council.
- Actively participate in writing reports to Council on petitions and appointments, representation reviews and sector relations (Local Government Association (LGA), Greater Adelaide Regional Organisation of Councils (GAROC), South Australian Regional Organisation of Councils (SAROC).
- Assist with maintaining and periodic review of confidential items register.
- Release confidential items in accordance with relevant schedules.
- Coordinate dates for Council presentations.
- Contribute to coordinating consultation advertising and responses.
- Proactive engagement with available channels in Sector Relations (LGA, GAROC, SAROC and coordinate responses to meeting agendas/reports.
- Coordinate meeting attendances and ensure implementation of recommendations in organisation.
- Maintain Register of Interest and coordinate returns as required.
- Contribute to Commonwealth and State reporting as required.
- Create and lodge Customer Service Requests on behalf of Strategy and Corporate.
- Monitor and order stationery and general office supplies for the Strategy and Corporate department.
- Assist with the maintenance of an accurate filing system for the General Manager Strategy and Corporate.
- Actively seek and suggest ways to improve work practices and outcomes.

QUALITY & COST

- Actively contribute to the quality control of online registers of Council actions and activities.
- Assist with establishing, tracking and supporting performance measures for Council.
- Maintain the confidential items register and release items in accordance with relevant schedules.
- Actively participate with periodic review of confidential items for release.
- Deliver quality outcomes on time and on-budget.
- Undertake research and small projects as required.

DEVELOPMENT

- Assist with organising and arranging Elected Member Training, including induction, as required.
- Pro-actively participate in the Professional Development & Review (PDR) process and provide suggestions on how individual capabilities can be expanded as they relate to the role.
- Actively listen to the needs, concepts and ideas of staff, peers, the community and customers.

4. PERSONAL CRITERIA

QUALIFICATIONS

- A qualification in a relevant area and/or related administrative experience in a compliance based environment – **essential**
- Holds an unencumbered Australian drivers licence - **essential**

EXPERIENCE & KNOWLEDGE

- Proven experience in delivering exceptional customer service, with excellent communication skills – **essential**
- Demonstrated experience in preparing general correspondence reports, other written material, including Agendas and Minutes and maintaining confidential items – **essential**
- Demonstrated experience in high level support in a complex and time pressure environment – **essential**
- Proficient in the use of Microsoft Office and experience in using corporate digital applications – **essential**.
- Experience working with minimal supervision, pick up and complete tasks to ensure the delivery of agreed and other business outcomes - **desirable**
- Knowledge and understanding of legislation, guidelines and standards relevant to the area - **desirable**
- Experience with the Technology 1 suite of applications – **desirable**.

PERSONAL CAPABILITIES

- Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community – **essential**
- Advanced verbal and written communication skills with the ability to negotiate, influence and motivate individuals – **essential**
- Ability to prioritise workload and meet set timelines.
- Ability to be resilient, innovative, flexible and readily accommodate change.
- Ability to analyse problems, evaluate alternatives, provide solutions and make decisions based on sound judgement.
- Demonstrated commitment to exploring and expanding individual capabilities.
- Ability to work both independently and in a team environment.
- Ability to share information and expertise freely.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Comply with any reasonable instruction in relation to WHS.
- Cooperate with any reasonable policy or procedure relating to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that you are not in such state (due to alcohol or drugs) as to endanger your own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.

- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures, management systems and consultative structures.

6. SPECIAL CONDITIONS

- Some out of hours work may be required including attendance at official meetings after hours, both scheduled and ad hoc.
- In line with Council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions, and will be renewed upon expiry thereafter.

7. OUR VALUES

As a value based organisation we demonstrate our values through our behaviours. These values guide everything we do. As an employee you will play a key role in demonstrating these values:

- **Achievement** – Deliver agreed outcomes for our Community.
- **Respect** – Act with honesty and integrity.
- **Innovation** – Seek better ways.
- **Simplicity** – Easy to do business with.
- **Engagement** – Provide opportunities for all to participate.

These are assessed on an ongoing informal basis, and formally through the Professional Development Review process.

8. ACKNOWLEDGEMENT

Employee Name: _____	Direct Manager: _____
Signature: _____	Signature: _____
Date: _____	Date: _____