



# Position Description

## Position Summary

<b>Position Title:</b>	Executive Support Officer
<b>Position Status:</b>	Permanent, part time (21 hours per week)
<b>Reports to:</b>	Director Corporate and Community
<b>Location:</b>	Administration Building   Cnr Tamar and Cherry Streets, Ballina
<b>Applicable Grade:</b>	Grade 10

## Position Objective

- To provide a high level of administration support to the Director Corporate and Community and Director Planning and Environmental Health.
- To assist the management and senior professional team within the Corporate and Community Division in delivery of high quality documentation and achievement of various administration tasks.

## Organisational Relationships

<b>Provision of support:</b>	Director Corporate and Community Director Planning and Environmental Health Manager Information Services Manager Community Facilities Coordinator Contracts	Manager Financial Services Coordinator Fleet Risk Management Officer
<b>Within Council:</b>	Councillors	All Council employees
<b>External to Council:</b>	Members of the public Professional organisations Government officers	Local businesses Public authorities Staff of other councils

**Our Vision** The Ballina Shire is safe, with a connected community, a healthy environment and thriving economy.

**Our Community Values (CARES)** Creative \* Accessible \* Respect \* Energetic \* Safe \*

## Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

### Customer Service

- Provide a high level of customer service when dealing with general enquires and complaints from both internal and external customers.
- Promptly, courteously and efficiently respond to telephone enquiries for the Director Corporate and Community and Director Planning and Environmental Health.
- Present a positive image of Council to the public.

### Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Draft and prepare correspondence, agendas, minutes, presentations and briefing notes to support the achievement of business requirements.

### Administration Support

- Support both Directors in the actioning of tasks in accordance with identified timeframes and customer service requirements.
- Manage both Directors diary appointments, records of correspondence, coordinate travel arrangements, and schedule and support meetings to facilitate the effective management of their agenda.
- Provision of support in the development and quality review of contract and specification documentation.
- Assist in the documentation and response to insurance claim enquiries and correspondence.
- Establish and maintain quality public relations through effective communications with staff, councillors and members of the public.
- Provide training and support to staff in relation to corporate systems and office infrastructure.
- Prepare meeting agendas and minutes and coordinate and support preparation of correspondence and reports.
- Support the various managers with the ordering of supplies in line with Council protocols and budgetary parameters.
- Accurately maintain relevant databases and records to support achievement of corporate objectives.
- Ensure information is updated and maintained in Council's electronic document management system in accordance with Council's policies and procedures.
- Maintain and update administrative practices, systems and procedures to improve efficiency and service delivery.
- All other administration duties as directed.

### Work Health and Safety

- Ensure that all work is carried out in accordance with Council's safe work procedures and work health and safety policies.

### Teamwork

- Participate as a positive team member and contribute to the achievement of team goals and objectives.

### Continual Improvement

- Contribute to process, systems and procedures improvements that deliver quality services and projects.

## Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> <li>• Workplace procedures and instructions for controlling risks are followed accurately.</li> <li>• Hazards in the work area are recognised and reported to the immediate supervisor.</li> <li>• Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements.</li> <li>• Assist others in the work team with implementing risk management policies and procedures.</li> </ul>
<i>Provide service to customers</i>	<ul style="list-style-type: none"> <li>• Handles requests for action or information using Council's protocol and procedures.</li> <li>• Responds accurately to verbal enquiries from the community about specific work area and functions.</li> <li>• Carries out all processes within the agreed Council timeframes.</li> </ul>
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> <li>• Duties are performed in accordance with Council administrative and human resources policies such as timekeeping, records management, WHS and EEO.</li> <li>• Own work is monitored and improved, according to requirements for job quality, customer service.</li> <li>• Requests for assistance from other staff or the public are responded to promptly and appropriately.</li> <li>• Effectively contribute to change processes and other ideas in a constructive and productive way.</li> </ul>
<i>Work with others in Council</i>	<ul style="list-style-type: none"> <li>• Duties are undertaken in a manner that promotes cooperation and good relationships within Council.</li> <li>• Work information is shared with co-workers to ensure designated work goals are met.</li> <li>• Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives.</li> <li>• The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.</li> </ul>
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> <li>• Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives.</li> <li>• Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed.</li> <li>• Information, instructions and decisions are understood and adhered to.</li> <li>• Provide concise, relevant work information in response to supervisor requests within designated timeframes.</li> </ul>
<i>Follow defined ethical guidelines from Council, including its Code of Conduct</i>	<ul style="list-style-type: none"> <li>• Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act.</li> <li>• Any potential conflicts of interest are reported immediately to the relevant Council officer.</li> <li>• Support is given to other staff who may wish to report any potential conflicts of interest.</li> </ul>

## Selection Criteria

The following essential and desirable criteria must be addressed as part of your application. Applications that do not address these criteria will not be considered.

### Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Certificate in Secretarial Studies or Business Practice or equivalent.
- Demonstrated experience in provision of executive support at senior management level.
- Class C driver licence.
- Demonstrated high level computer literacy with experience in the Microsoft Office suite of products together with a minimum accurate typing speed of 50wpm.
- Highly developed communication skills, both oral and written.
- Ability to work independently and as part of a team.
- Ability to effectively manage competing priorities.
- Knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and ability to apply them in the workplace.

### Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Experience in the utilisation of electronic records management systems.
- Understanding of and experience in process improvement.
- Understanding of a busy local government office environment.
- Experience in the provision of contract management administration support.



# Information Package

## Executive Support Officer

(permanent, part time – 21 hours per week)

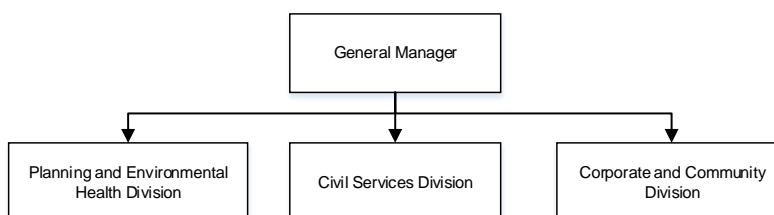
**APPLICATIONS CLOSE: Friday, 31 January 2020**

### Position Overview

Reporting to Council's Director Corporate and Community, the position of Executive Support Officer will provide a high level of administration support to the Director Corporate and Community and Director Planning and Environmental Health. A key focus of the position will be to support both Directors in the actioning of tasks in accordance with identified timeframes and customer service requirements.

The position will work closely with Corporate and Community Division staff to ensure the delivery of high quality documentation and administration, and to support the achievement of division goals and objectives.

### Corporate Structure



### Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

**Vision:** The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

**Community Values:** Creative | Accessible | Respect | Energetic | Safe

### Pre-employment Assessments

Prior to being appointed to the position of Executive Support Officer, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-Employment Medical self assessment – the completion of Council's Pre-employment Medical Self Assessment form to assess overall health and well-being to determine suitability to the duties of the position.
- Criminal history check.

## Hours of Work

Normal hours of work for this part time position are 21 hours per week.

## Remuneration Package

Conditions of employment will be in accordance with the terms and conditions of the Local Government (State) Award 2017. The part time position of Executive Support Officer is assessed at Grade 10 under Council's salary structure, and provides an annual salary range of \$36,100 to \$41,400 (plus superannuation), dependent upon experience, skills and qualifications.

In addition, the position will have access to a range of other benefits including educational assistance initiatives, a very attractive training support program and a subsidised non-compulsory uniform.

## Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Executive Support Officer are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a resume with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

## Submission of Application

Applications can be submitted on line via the following link:

[http://www.ballina.nsw.gov.au/cp\\_themes/default/jobs.asp](http://www.ballina.nsw.gov.au/cp_themes/default/jobs.asp)

## Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Executive Support Officer is as follows:

Closing date:	Friday, 31 January 2020
Interview date:	Week commencing 17 February 2020
Candidates notified of outcome:	Week commencing 24 February 2020

For further information on this recruitment process, please contact Council's People and Culture section on 02 6686 1443.