

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Executive Support Officer – Civic Support	3481
CLASSIFICATION	ANZSCO CODE
Band 5	541211
DEPARTMENT	DIVISION
Executive and Civic Services	Executive Office
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement no. 9 2023	Ballarat Town Hall

Position Objectives

The Executive Support Officer - Civic Support position is a key role in the Civic Support team contributing to the administrative function of the Executive and Civic Services unit for the Mayor and Councillors of the City of Ballarat.

- To provide executive assistance and civic support to the Mayor and Councillors, including confidential and day to day management in a busy and politically sensitive environment.
- To ensure the integrity and professionalism of the Civic Support office is maintained always.
- To maintain strong relationships with all internal departments and external stakeholders which are vital to the overall effectiveness of the Unit and the Council.
- To provide quality service to internal and external customers.
- To assist in the provision of quality civic functions, when required.
- The position aims to deliver administration services in a timely manner that meets the organisation's requirements with a focus on continuous improvement and customer service.
- The ability to work as a cohesive and contributing team member.

Key Responsibility Areas

Internal/External Customers

- Have a strong understanding of the role played by the Mayor and Councillors in delivering the strategic objectives identified by the Council.
- Understand appropriate Council and organisational policy and procedures to ensure that timely and accurate responses are provided.
- Receive all customer enquiries to the Mayor and Councillors, initiate and follow up on appropriate action and ensure the organisation's customer service values, principles and standards are met.
- Prepare correspondence to a high standard with an attention to detail.
- Develop and maintain effective and co-operative communication relationships with internal and external customers, consultants, and service providers.
- Assist in the delivery of civic functions and receptions, ensuring a high standard of protocol, when required.

Executive Support

- Prepare correspondence and arrange appropriate distribution of relevant materials for the Mayor and Councillors.
- Assist the Mayor and Councillors in maintaining good communication throughout the Office, Executive Team, Council and the Organisation.
- Provide a high standard of administrative and civic support to the Mayor and Councillors including meeting arrangements, catering, speeches and agenda preparation etc.
- Management of the diaries, including scheduling meetings for various individuals and groups.
- Ensure the Mayor and Councillors are fully briefed and prepared with speeches, meeting notes and media briefings for all meetings and events.

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Office Administration

- Assist the Mayor and Councillors in the performance of their civic responsibilities in developing and maintaining an appropriate civic image and the management of additional administrative support for the Mayor and Councillors.
- Assist in the distribution of correspondence ensuring that items are referred to the Mayor and Councillors on a priority basis and in a timely manner.
- Distribution of agendas and minutes to the Mayor and Councillors for meetings.
- Review and formatting of strategic documents.
- Maintain office workflow and administrative procedures to ensure maximum efficiency and productivity.
- Maintain electronic and paper records ensuring information is organised and easily accessible.
- Requisition and authorise payments as per Council's Purchasing Policy for relevant business purchases.

REPORTS TO:	DIRECT REPORTS:
Coordinator Civic Support	Nil
ORGANISATIONAL RELATIONSHIPS	
Internal:	External:
Civic and Executive Services Team Chief Executive Officer Executive Leadership Team & Assistants Other Council Staff	Mayor and Councillors Service Providers Federal & State Politicians Other Local Municipalities Government departments & authorities Consultants Residents, ratepayers and the public Key stakeholder organisations within the municipality and region

Accountability and Extent of Authority

- Under the guidance of the Coordinator Civic Support, the incumbent has authority to undertake the management of day-to-day activities within specific guidelines and established procedures including:
 - Providing administration support to the Executive and Civic Services Unit.
 - Managing the administration processes associated with the Mayor and Councillors ensuring compliance to the Unit's goals and objectives.
 - Ensuring all databases and filing systems are up to date and accurate.
 - Maintaining confidentiality on all documents and activities of the Unit.
- Ensure that a high level of communication and information flow is maintained for the Mayor and Councillors.
Required to prepare correspondence emanating from the Executive and Civic Services Unit including the timely and efficient preparation of agendas and minutes of nominated meetings

Judgement and Decision Making

- Under general direction follow established work task processes.
- Assess incoming enquiries for the Mayor and Councillors and determining importance and responding and addressing the enquiry where possible – redirection to other staff members where appropriate.
- Ability to communicate effectively with customers to identify needs and refer to appropriate members of the team.
- Utilise judgement to prioritise administration functions in order of importance to coordinate allocated tasks.

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- Capacity for initiative and innovation in approach to all aspects of the position.
- Maintaining appropriate standards for civic functions and receptions.
- Display discretion and confidentiality in dealings with customers.
- Non-routine matters or complex issues may require some creativity and are to be referred to the Coordinator Civic Support or Head of Executive and Civic Services for consultation.

Specialist Skills and Knowledge

- Ability to understand and apply principles, policies and procedures to work practices, within an organisational context.
- A sound understanding of high level administrative techniques.
- Proficient word processing skills with particular emphasis on accuracy and grammatical correctness.
- Excellent customer service skills to respond to queries in a timely manner.
- In depth knowledge of office information systems and the ability to develop, implement and maintain procedures with attention to detail.
- Ability to conduct research and analyse reports.

Management Skills

- Ability to manage time, set priorities, plan and organise one's own work to achieve required outcomes, within strict time constraints and conflicting demands.
- Ability to provide reliable and consistent support to the Executive and Civic Unit to aid the efficient operation of the outcomes required.
- Show initiative in approach to all aspects of the position and seek advice from team members or direct manager for fulfilling the duties and responsibilities of the role.

Interpersonal Skills

- Proven written skills with particular emphasis on attention to detail, ability to write reports and prepare external correspondence, all to a high standard.
- Well-developed interpersonal and customer service skills.
- Exercise sensitivity and maintain strict confidentiality on all activities.
- Ability to work as a team member including assisting other staff members to meet the objectives of the unit.

Qualifications and Experience

- Experience in a fast-paced administrative role.
- Experience within a politically sensitive environment would be advantageous.
- Experience in a wide range of software applications, including a variety of Windows based applications, databases and spreadsheets.

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

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SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Extensive experience in a fast-paced high level administrative role dealing with complex customer service requirements.
- Written and verbal communication skills of a high standard.
- Extensive high-level administrative skills to undertake correspondence, email and diary management, word processing and the maintenance of records.
- Previous experience in implementing and maintaining office information systems and procedures.
- Excellent time management skills, ability to meet strict deadlines and attention to detail.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

City of Ballarat Core Values

<p>We are honest and transparent</p>  <ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. 	<p>We are accountable</p>  <ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. 	<p>We value everyone</p>  <ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. 	<p>We work with and for our community</p>  <ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. 	<p>We work together</p>  <ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.
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The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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