



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Executive Officer	Level	7/8
Business Unit	Audit, Risk and Executive Services	Position Number	00002
Directorate	Office of the CEO	Date Established	June 2007
Reporting to	Manager Audit, Risk and Executive Services	Date Updated	August 2024

2. KEY OBJECTIVES

- Provide Executive Business Support to the Chief Executive Officer.
- Provide advice and undertake a range of frontline liaison activities involving complex and sensitive information for the Chief Executive Officer and Executive Leadership Team.
- Undertake a range of strategic activities and project assignments on behalf of the Chief Executive Officer.
- Coordinate and deliver high level efficient and effective administrative systems and processes to support the Chief Executive Officer.
- Undertake business process improvement and financial administration responsibilities.
- Deliver positive internal and external customer services.

3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the annual Business Unit Plan, Corporate Business Plan and Strategic Community Plan.
- Work activities undertaken effectively and within agreed timeframes.
- Correspondence and other written material is of a high standard and content is accurate and in accordance with the City's writing guidelines.
- Financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Executive Business Support

- Provide comprehensive administration support to the Chief Executive Officer, including diary management, meeting coordination, note-taking / follow up and correspondence handling.
- Facilitate Executive Leadership Team meetings.
- Oversee and manage special projects from inception to completion, ensuring timely delivery and alignment with organisational goals and the Project Management Framework.
- High-level document preparation (reports, research, agendas, minutes and briefing materials).
- Coordinate and monitor the Mayoral Issues List for weekly meetings between the Chief Executive Officer and Mayor.
- Coordinate travel, conference and event arrangements.
- Liaise with support staff of major stakeholders including Government Ministers, Chiefs of Staff, Mayor and Elected Members.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Advisory Services

- Provide advice to the Chief Executive Officer regarding issues considered by the Executive Leadership Team, including commitment to and delivery on the Executive Leadership Team charter.
- Stay informed about relevant developments and trends in the organisation's political and economic operating environment, provide the Chief Executive Officer with insights as required.
- Provide high quality, comprehensive research papers and briefing notes to ensure the Chief Executive Officer is well prepared for both internal and external meetings.
- Coordinate the planning and logistics of strategic sessions for the Executive Leadership Team and Executive Management Team.

Outcome: Stakeholder Management

- Develop and maintain strong relationships with internal and external stakeholders, including Elected Members, to facilitate effective communication and collaboration.
- Work collaboratively with Directors and Business Unit Managers to ensure that the Chief Executive Officer is well briefed on strategic, politically sensitive and financially material issues across the organisation. This involves scanning the environment through internal and external networks, media and other information sources.
- Communicate the Chief Executive Officer's priorities, expectations and service delivery standards and provide advice on matters of complexity on behalf of the Chief Executive Officer without changing the material requirements.
- Assist with the coordination and logistics of strategic development sessions for Elected Members.
- Represent the City in an official capacity as required by the Chief Executive Officer.

Outcome: KPIs and Performance Review Management

- Monitor and report delivery of the Chief Executive Officer's key performance indicators and performance review reports, ensuring alignment with strategic objectives.
- Manage drafting of new Chief Executive Officer key performance indicators each year in consultation with Executive Leadership Team.

Outcome: Business / Process Continuous Improvement

- Contribute to the identification, development, implementation and maintenance of operational procedures, protocols and policies relating to the activities of the Executive Services team.
- Contribute to the annual business planning.
- Research, monitor and analyse industry best practice.
- Continually review process including digital service delivery and coordinate process improvement to enhance operational efficiency and improve customer service and satisfaction.
- Measure and report on the outcomes arising from business and process improvement initiatives.
- Participate in the development and enhancement of corporate systems and reporting tools to improve customer service, business efficiency and measurement/reporting.
- Demonstrate teamwork, collaboration and ownership within the Executive Services team including the Office of the Mayor, Directorate Administrative Leads and support officers to fulfil the City's overall organisational support needs, including developing new procedures and methods of streamlining work.

Outcome: Financial Administration

- Undertake the collation and submission of the Chief Executive Officer's budget and subsequent budget modifications.
- Review expenditure for the Chief Executive Officer's operational budget.
- Authorise and/or process financial documentation including raising purchase orders, matching invoices and processing of payments by accounts payable.

Outcome: Customer Service

- Display behaviours towards customers and team members that align with the City's values.
- Provide a contemporary and customer responsive service on behalf of the Business Unit.
- Develop positive relationships to gain the cooperation of internal and external stakeholders.
- Liaise with customers directly and promptly, using discretion where required.
- Maintain confidentiality and privacy regarding work related matters at all times.
- Collaborate with Directorate Administrative Leads to streamline the flow of work.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Ability to leverage a whole-of-organisation perspective, understanding of workplace culture and political awareness to achieve agreed outcomes.
- Ability to deal with sensitive, political and confidential issues.
- Highly developed ability to prioritise and complete multiple projects and activities to meet deadlines, in a fast paced and complex environment.
- Highly developed verbal and written communication skills.
- Highly developed interpersonal and influencing skills including the ability to navigate complex stakeholder environments and liaise effectively with internal and external customers while ensuring the Chief Executive Officer's priorities are communicated and understood.
- Highly developed computer literacy including Microsoft Office and contemporary software.
- Demonstrated ability to proactively support a Chief Executive Officer and anticipate needs.
- Demonstrated initiative, judgement and capacity to think logically.
- Ability to organise own work and to work under limited direction.
- Ability to adapt and respond to change.

Experience:

- Proven experience as an Executive Assistant or Advisor with administrative responsibilities, to the Chief Executive Officer or C-Suite executive; preferably in a large public or private sector organisation.
- Records management systems.
- Proven experience in stakeholder management, including with a Board or similar governance body and senior internal and external stakeholders.
- Proven experience in project management.
- Local Government experience is desirable but not essential.

Qualifications / Clearances:

- Tertiary qualification in Business or Public Administration/Management/Executive Office Management and/or an equivalent level of substantial experience in a large organisation.
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Exercises a degree of autonomy but advice is available on complex or unusual matters.
- Has delegated authority to manage executive support function.
- Required to use analytical approach; uses elements of development and creativity within City protocols; appreciates long term goals of the City; knowledge of organisational functions/structures.
- Complex decisions using research and judgement; high level of initiative used to collect and analyse information. Decisions can have a high impact on Business Unit or across the organisation.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under limited direction.

Internal:

- Audit Risk and Executive Services.
- Executive Leadership Team (Chief Executive Officer and Directors) and support employees.
- Directors, Business Unit Managers and employees.
- Office of the Mayor and Elected Members.

External:

- General public, residents and ratepayers.
- Community based organisations.
- Other Local Government authorities.
- Members of Parliament and support employees.
- Federal and State Government Agencies.
- Contractors, consultants and suppliers.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0
--	---