



POSITION TITLE	Executive Assistant to the Mayor & Councillors
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Executive Services
BUSINESS UNIT	Executive Services
REPORTS TO	Executive Assistant to the CEO
EMPLOYMENT STATUS	Part Time (Monday & Friday)
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The primary objective of this position is to provide high-level executive and administrative support to the Mayor and Councillors, ensuring the seamless management of schedules, correspondence, and confidential matters while upholding the values and integrity of the organisation.

This role is essential in fostering trust and confidence among elected representatives, staff, stakeholders, and the broader community through professionalism, discretion, and a commitment to ethical governance.

A key responsibility is to deliver exceptional public relations and customer service, ensuring positive engagement with both the community and internal stakeholders in accordance with the organisation’s policies, procedures, and service standards.

Additionally, the Executive Assistant plays a vital role in supporting the achievement of Council’s strategic and corporate objectives by providing proactive assistance, effective coordination, and clear communication with key stakeholders.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Assistance to the Mayor & Councillors

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

The Executive Assistant is responsible for providing high-level administrative and professional support to the Mayor and Councillors, ensuring the efficient coordination of their duties and engagements.

Key responsibilities include:

- Delivering a high standard of executive and administrative assistance, including managing meetings, travel and accommodation arrangements, document drafting and production, project coordination, procurement, and catering.
- Establishing and maintaining an efficient and well-organised office system that supports the Mayor’s executive functions, ensuring the effective use of office resources in alignment with organisational policies.
- Coordinating administrative and secretarial functions for the Mayor and Councillors in a professional and timely manner, ensuring that all deadlines are met.
- Managing and maintaining an up-to-date appointment system and diary for the Mayor and Councillors, ensuring the timely preparation of relevant documents, briefings, and reading materials.
- Maintaining and updating Council’s statutory registers, including those related to Mayor/Councillor travel, accommodation, and training and development.
- Preparing accurate and professional draft correspondence, reports, briefings, and other documents on behalf of the Mayor within established timeframes.
- Organising meetings, including catering arrangements, and preparing agendas and minutes. Attending meetings as required, recording minutes, and following up on action items.
- Receiving and forwarding messages to Councillors promptly and efficiently.
- Providing executive assistance to Councillors in relation to their civic duties as required.

Customer Service

The Executive Assistant plays a key role in delivering exceptional customer service and fostering positive relationships with stakeholders.

Responsibilities include:

- Ensuring all communications received by the Mayor are acknowledged in a timely and appropriate manner, in line with the Customer Service Charter.
- Developing and maintaining professional relationships with key clients and stakeholder groups to support effective engagement and collaboration.
- Demonstrating exemplary customer service in accordance with the Customer Experience Charter and Council values, acting as a key point of contact for the Mayor’s office.
- Receiving visitors in accordance with scheduled appointments, providing a professional, courteous, and high-standard public relations experience.
- Tracking correspondence and requests to ensure timely and appropriate responses, while preparing briefing papers that summarise issue histories and previous decisions to support informed decision-making.

Team Work

- Work closely with the Executive Assistant to the CEO to deliver a high-quality, well-coordinated service, providing administrative assistance as required.
- Perform all duties in a manner that fosters teamwork, professionalism, and positive public relations.
- Contribute to the development and maintenance of effective communication channels within the Business Unit and across other departments to support a cohesive and efficient working environment.

General Duties

In addition to core responsibilities, the Executive Assistant may also be required to assist with the following:

- Coordinate civic functions and presentations, including compiling guest lists, managing invitations, securing venues, arranging catering and staffing, and overseeing necessary purchases.
- Organise public and private citizenship ceremonies, ensuring all documentation and arrangements comply with the requirements of the Department of Immigration and Citizenship.
- Liaise with Council's media and engagement unit to facilitate Councillor participation in community consultations, bus tours, and other public events.
- Provide accurate and timely advice in response to enquiries regarding Australian citizenship processes and requirements.
- Identify, implement, and review strategies to enhance service quality and operational efficiency.
- Ensure that appropriate and timely messages of condolence or bereavement are conveyed to Councillors or their families who are or were involved with Council.

JUDGEMENT AND DECISION-MAKING SKILLS

- Make decisions on all matters that are within the responsibility of the position provided that these decisions are within any legislative requirements, Council policy, established procedures and relevant standards.
- The nature of the work may involve solving problems, using procedures and guidelines and the application of knowledge acquired through relevant experience.
- The work may involve problems that are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Discretion may need to be exercised when handling certain types of correspondence.
- Independent decisions will need to be made in regard to work priorities and action undertaken in accordance with established policies, procedures and legislation.
- Advice, guidance and assistance are usually available in relation to the duties of the position.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of the long-term goals of the executive services team and an appreciation of the goals of the wider organisation;
- Sound knowledge of the use and application of Microsoft PowerPoint, Access Database and Publisher;
- The ability to type accurately at a fast speed;
- Considerable knowledge of web based software;
- Knowledge of the structure of Local, State and Federal governments;
- Good understanding of the functions and policies of the Council;
- Excellent customer service skills;
- The ability to handle routine and difficult enquiries without reference to supervisor;
- The ability to work with minimum supervision; although guidance and advice is available;
- The ability to work as a member of a team to meet organisational requirements;
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives;
- Understanding of the importance of good record keeping and the ability to effectively use Council's document management system;
- Advanced knowledge of and skills to use Microsoft Word; and
- Intermediate knowledge of and skills to use Microsoft Excel.

MANAGEMENT SKILLS

- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to work with minimum supervision, seeking direction when required.
- Ability to develop and improve systems to effectively undertake own work.

INTERPERSONAL SKILLS

- Advanced verbal communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of moderately complex problems;
- Good written communication skills to communicate with clients, members of the public, and other employees and enable the preparation of routine correspondence and reports;
- Ability to gain cooperation and assistance from clients, the public and other employees in the administration of well-defined activities; and
- Ability to liaise with counterparts in other organisations to discuss specialist matters, and with other employees outside work unit to resolve intra-organisational problems.

INFORMATION TECHNOLOGY SKILLS

Information technology skills commensurate with the level of the position.

CUSTOMER CARE

Meet council's Customer Care expectations including:

- Being honest, ethical and professional;
- Being helpful and courteous;
- Listening with respect and understand the customer's issues;
- Meeting commitments made;
- Keeping the customer informed;
- Ensuring that the customer clearly understands what is being said;
- Apologising if a mistake is made and attempt to make it right; and,
- Assisting customers with physical, sensory or intellectual disabilities, to achieve equitable access to our services.

EMERGENCY MANAGEMENT

As part of this role, the incumbent is expected to assist Wodonga Council in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

OCCUPATIONAL HEALTH AND SAFETY / RISK MANAGEMENT

Wodonga Council is committed to the highest level of health and safety and to ensuring effective risk management across all areas of council. To contribute to upholding this commitment you must have the ability to:

- Comply with and adhere to Occupational Health and Safety (OH&S) and risk systems of management (i.e. policies, procedures, Safe Operating Procedures etc.) to ensure your safety and the safety of others;

- Assist with the identification, assessment, evaluation and monitoring of risks and hazards within your area;
- Report any incidents, hazards or near misses immediately; and
- Contribute to participative arrangements for effective OH&S and risk management.

QUALIFICATIONS AND EXPERIENCE

- Proven experience in an Executive Assistant role or equivalent; and
- Experience in meeting procedures, the preparation of agendas and minutes.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence.
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement).

EQUAL OPPORTUNITY STATEMENT

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

KEY SELECTION CRITERIA

1. High-Level Executive and Administrative Support

Demonstrated experience in providing high-level executive and administrative support, including diary and schedule management, correspondence handling, document preparation, and coordination of meetings, travel, and events.

2. Confidentiality, Discretion, and Political Acumen

Proven ability to handle sensitive and confidential information with discretion and sound judgment, particularly in a local government or politically sensitive environment. Strong awareness of governance protocols and ethical considerations when supporting elected officials.

3. Strong Communication and Interpersonal Skills

Excellent verbal and written communication skills, with the ability to draft correspondence, reports, and briefings, as well as engage effectively with diverse stakeholders, including Councillors, staff, community members, and external organisations.

4. Organisational and Time Management Skills

Demonstrated ability to prioritise tasks, manage competing deadlines, and work effectively under pressure in a

dynamic environment while maintaining accuracy and attention to detail.

5. Customer Service Excellence and Stakeholder Engagement

A strong commitment to high-quality customer service, with the ability to liaise professionally and courteously with internal and external stakeholders, ensuring positive community engagement and responsiveness to inquiries.


6. Proficiency in Technology and Office Systems

Advanced proficiency in Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint) and experience with records management systems, electronic diaries, and other administrative tools relevant to executive support and local government operations.



Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
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People Development

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
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Manage Health and Wellbeing

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
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Safety and Risk Management

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
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PERSONAL AND LEADERSHIP COMPETENCY FRAMEWORK

CUSTOMER AND COMMUNITY FOCUS

- Develop and maintain productive relationships
- Effectively build rapport with internal and/or external customers
- Use community and customer feedback to improve services and relationships
- Continually strive to deliver the best services and outcomes for the resources available
- Have a 'can do' attitude
- Be friendly, co-operative & helpful
- Respond promptly to customer enquiries

COMMUNICATION

- Express ideas / thoughts clearly and concisely
- Use language appropriate to audience
- Actively listen
- Give the person you're with your full attention

SHOW INITIATIVE

- Be a self-starter
- Be proactive
- Take productive action without being asked
- Continually pursue improvement opportunities
- Generate & develop new ideas and share them
- Be willing to question the way things are to find solutions
- Seek out best practice and learn from it
- use different approaches to resolve issues/develop opportunities

QUALITY OF WORK

- Perform work to a high standard, complete within appropriate timeframes and undertake in an efficient manner
- Develop and / or use systems to check accuracy and completeness (e.g. checklists, flowcharts)
- Follow or establish procedures and/or processes
- Thoroughly review own work

ORGANISATIONAL SKILLS AND TIME MANAGEMENT

- Effectively co-ordinate priorities
- Effectively manage resources and time
- Be flexible and adaptable to changing circumstances
- Have a 'can do' attitude
- Be friendly, co-operative and helpful
- Respond promptly to customer enquiries
- Exceed customer expectations wherever possible

WORKPLACE SAFETY

- Observe safe work methods and practices
- Comply with OH&S policies and practices
- Keep immediate work area clean and tidy (office based staff only)

TEAM WORK

- Actively encourage a supportive team culture
- Encourage the sharing of information
- Give and receive feedback openly and look for improvement opportunities
- Take responsibility for team duties and contribute

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Executive Services	Efficient and smooth operation of the office of the Mayor and Councillors through the provision of a high level of administrative and secretarial services and support.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to stand and walk intermittently throughout the day. Capacity to walk on uneven surfaces when at ceremonial events or when shopping for office supplies. Reach between ground and head height Negotiate stairs and step ladders Drive work vehicle Carry up to 15 kg over 100 meters Push/pull tables Kneeling/squat to plug in cords/cables Hand grip and dexterity Wiping down of tables, cleaning of dishes, occasional use of floor mop Phone and camera use Use of computer and relevant IT systems Photocopier and printer use Time management skills Liaison with internal staff and external customers Provide high level administrative support to the Mayor and Councillors and other internal clients 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting <5kgs			X	
			Lifting up to 15kgs	X			
			Carrying up to 15kg		X		
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting	X			
			Kneeling	X			
			Reaching			X	
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making			X	
Complex problem solving			X				
Supervision of others				X			
Interaction with others				X			
Exposure to confrontation		X					

			Respond to change				X
			Prioritisation				X