



POSITION TITLE	Executive Assistant to the CEO
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027-Band 6 (Salary negotiable based on skills and experience).
DIRECTORATE	Executive Services
BUSINESS UNIT	Executive Services
REPORTS TO	Chief Executive Officer
EMPLOYMENT STATUS	Full Time
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 role is to provide professional, confidential, and high-level executive support to the Chief Executive Officer (CEO), ensuring the integrity of the office while upholding the values of the organisation. The role requires maintaining strong relationships built on trust and confidence with staff, Councillors, stakeholders, and the community.

Additionally, the position is responsible for delivering exceptional public relations and customer service, ensuring that all interactions with the community and internal stakeholders reflect the organisation’s commitment to professionalism, responsiveness, and excellence in governance.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Assistance to CEO

The Executive Assistant to the CEO provides confidential, high-level administrative support to the CEO, ensuring

our values TRUST - RESPECT - INTEGRITY - LEARNING
our mission WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

the seamless operation of executive functions. This includes coordinating meetings, travel, and accommodation arrangements, managing document preparation, overseeing procurement and event logistics, and maintaining an efficient and well-organised executive office.

The role is responsible for coordinating executive-level administration and secretarial functions, ensuring all tasks and deliverables meet strict deadlines. As the first point of contact for the CEO, the Executive Assistant must screen calls with discretion, tact, and diplomacy, directing inquiries appropriately to maximise efficiency.

Additionally, this position maintains an accurate and up-to-date diary management system, ensuring timely preparation of supporting documents, briefings, and reading materials.

The Executive Assistant will also draft, review, and prepare high-quality correspondence, reports, and briefings on behalf of the CEO, ensuring accuracy and alignment with organisational objectives.

Acting as a key liaison for stakeholders, they will provide a high standard of public relations and customer service, managing visitor interactions professionally and ensuring engagement with dignitaries, officials, and community representatives reflects the organisation's values.

In the absence of the CEO, the Executive Assistant will manage day-to-day matters autonomously, exercising sound judgment, initiative, and problem-solving skills to maintain operational continuity.

Additionally, the role includes organising and coordinating high-level meetings, preparing agendas, ensuring the accurate recording of action-oriented minutes, and managing associated logistics.

Staying ahead of emerging issues, the Executive Assistant proactively keeps the CEO informed of key organisational and community developments, anticipating challenges and ensuring they have the necessary information for effective decision-making

Customer Service

Ensure timely and appropriate acknowledgment and response to all communications received by the CEO, in line with the Customer Service Charter.

Develop strong professional relationships with key stakeholders, acting as a trusted point of contact.

Serve as an exemplar of customer service, consistently demonstrating the organisation's values and commitment to excellence.

Track correspondence and requests to ensure timely and accurate responses, drafting briefing papers that summarise key issues, historical context, and decisions to inform next steps.

Policy Research

Conduct comprehensive research and analysis on a range of issues and projects as directed by the CEO, ensuring well-informed decision-making.

Prepare detailed reports and briefing notes that provide background information, issue analysis, and strategic recommendations to support executive-level decision-making.

General Duties

Maintain familiarity with the Council budget, utilising financial and purchasing software in accordance with policy and procedure.

Coordinate civic functions and events, including guest list management, invitations, venue hire, catering, and procurement of required resources.

Liaise with the media and engagement team to support executive communications, ensuring a consistent and professional approach to stakeholder engagement.

Provide accurate and timely advice regarding Australian Citizenship matters, including organising and overseeing naturalisation ceremonies, ensuring compliance with Department of Immigration and Citizenship requirements.

Manage public and private events with professionalism and attention to detail.

Actively contribute to the development of effective internal communication channels within the executive office and across departments, ensuring smooth coordination of tasks and projects.

Ensure optimal use of office resources, aligning with policy guidelines and organizational efficiencies.

Uphold and promote Council's policies on Equal Opportunity, Occupational Health and Safety, Customer Service, Confidentiality, and Corporate Responsibilities, ensuring compliance at all levels.

Identify and implement continuous improvement strategies to enhance service delivery and operational effectiveness.

When necessary, attend Ordinary Council meetings and Councillor briefings to assist with minute-taking, documentation, and distribution, particularly during the Governance Officer's leave.

Carry out additional duties as required, ensuring alignment with the overall objectives of the role and organisational priorities.

For details of personal and leadership competencies relating your role, please see Attachment 1.

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.
- Exercise judgement on the adequacy and outcomes of policies, procedures and systems impacting upon the responsibilities of this role and its responsibilities and consult with the Chief Executive Officer and relevant officers on improvement opportunities.
- 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 organizational 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. Executive Support and Administrative Coordination

Proven experience providing high-level executive support, including managing schedules, handling correspondence, preparing executive documents, and coordinating responses across multiple stakeholders with accuracy and professionalism.

2. Minute Taking, Briefing Preparation, and Written Communication

Strong written communication skills with the ability to produce concise, action-oriented meeting minutes,

synthesise complex information into executive briefs, and draft professional correspondence for senior leaders.

3. Time Management, Prioritization, and Workflow Coordination

Demonstrated ability to manage competing priorities, deadlines, and workflows while ensuring timely responses from internal and external stakeholders and optimising the CEO's time and schedule.

4. Political Acumen, Confidentiality, and Stakeholder Management

Experience working in a politically sensitive environment with the ability to handle confidential matters with discretion, engage diplomatically with senior stakeholders, and navigate complex relationships within local government.

5. Resilience, Adaptability, and Performance Under Pressure




Proven ability to remain calm, organised, and solution-focused in high-pressure situations, responding effectively to shifting priorities and urgent matters while maintaining professionalism and attention to detail.

6. Initiative, Anticipation, and Continuous Improvement

Strong problem-solving skills with the ability to anticipate executive needs, proactively prepare for meetings and deadlines, and drive continuous improvements in executive support processes.

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

Looks for improvements and is adaptable to change.	<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	
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Welcomes opportunities for learning and self-development.	<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	
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Takes responsibility for self-care and managing work-life balance.	<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	
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Takes responsibility for personal actions and reports safety and compliance concerns.	<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

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.

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

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Executive Services Coordinator	Efficient and smooth operation of the office of the Chief Executive Officer and Mayor 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, Councillors, CEO 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