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| POSITION TITLE | Executive Services Officer |
| AWARD AND CLASSIFICATION | Wodonga City Council Enterprise Agreement 2021 to 2023 Band 5 |
| DIRECTORATE | Corporate and Community |
| BUSINESS UNIT | CEO & Direct Reports |
| REPORTS TO | Director Corporate and Community |
| SUPERVISES | Nil |
| 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 Executive Services Officer is responsible for contributing to the successful operation of the Executive Services Team through the provision of a high-level of administrative support to the Executive Team and wider organization.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Provide administrative assistance and professional support to the Director Corporate, including but not limited to: providing project support, creating professional internal and external documents, managing correspondence, reports and presentations, overseeing monthly budgets, reconciling purchase cards, assisting in the planning and executing of events, and providing necessary support to Managers as required.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Provide efficient and confidential administrative support to the Director Corporate, handling matters ranging from routine to more complex issues.
- Provide a high standard of word processing and dictation skills using current processes and equipment in order to meet nominated deadlines.
- Become a Kapish Champion to help maintain documentation records.
- Become a Camms Champion to provide support to the director in delivering assigned Council Plan actions and generate progress reports.
- Implement and maintain effective operating procedures and systems to improve workflow and assist with the smooth and coordinated operation and organisation of director's daily tasks.
- Field calls, emails and correspondence for the director and, in their absence, display tact and diplomacy and apply discretion and confidentiality at all times to provide effective customer service.
- Assist with citizenship ceremonies, including staging of the Australia Day ceremony, if required.

Meeting Responsibilities

- Ensure efficient day-to-day diary management for Director Corporate including the scheduling of meetings and appointments and providing reminders.
- Coordinate agendas and take minutes for the Audit and Risk Committee, Asset Management Steering Group, Health, Safety and Wellbeing Committee and other meetings as requested by the Director.
- Coordinate catering, room bookings and resources for relevant meetings.
- Schedule necessary meetings, director/manager catch-ups, annual reviews and other meetings as required.
- Assist Managers where required.

Support the Executive Team

- Work with the Executive Services Coordinator and Executive Assistant to the CEO and Mayor to provide a high quality and well-coordinated service and provide administrative assistance if required.
- Coordinate uniform fittings, process orders and provide uniform expense reports as requested by Managers.
- Maintain the years of service list and organise awards and celebrations twice a year.

Accountability and Extent of Authority

This position is accountable for:

- This position is accountable for providing direct support and assistance to the Director Corporate and in supporting the Wodonga Council Executive Team, Executive Services Coordinator and Executive Assistant to the CEO & Mayor.
- This position plays a key role in promoting the image of the council both internally and externally as effective, caring, courteous and professional.
- The provision of a high standard of services to the public, presenting appropriately for all work activities and acting with sensitivity, confidentiality, courtesy and discretion at all times.
- The position has the authority to create and sign correspondence on behalf of and in consultation with Managers and Directors.
- The actions of the Executive Services Officer, and the quality of work output, must be of a consistently high standard, as the work carried out will often have an impact upon the performance of the managers being supported.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Enables the resolution of problems that can be complex/ technical;
- Uses procedures and guidelines, and applies professional / technical knowledge to work tasks;
- Guidance is usually available to support the role to meet the position requirements

SPECIALIST KNOWLEDGE AND SKILLS

- Well-developed understanding of the role and functions of Wodonga Council Executive Team.
- An understanding of the long-term goals of the Executive team and an appreciation of the goals of the wider organisation.
- Sound knowledge of Microsoft suite of products and cloud based software.
- The ability to type accurately at a fast speed.
- Knowledge of meeting procedures, and agenda and minute preparation.
- Good 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 a supervisor.
- The ability to work with minimum supervision.
- The ability to work effectively as a member of the executive services 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.

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work.
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- 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.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- High level communication skills to communicate with various internal and external stakeholders with well-developed problem solving skills.
- High level written communication skills that enable the formulation of external correspondence as well as the ability to write reports within field of expertise.

- Ability to gain cooperation and assistance from clients, the public and other employees in the administration of well-defined activities.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Proven experience in an Executive Assistant role or equivalent

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 EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity 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.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Experience in an executive assistant role or similar support role.
2. Ability to maintain a high level of confidentiality.
3. High-level organisational skills with experience in managing and prioritising workflow.
4. Demonstrated initiative, capacity to solve problems and make decisions to achieve defined objectives.
5. High-level computer literacy and application of Microsoft Office products and cloud based software
6. Excellent interpersonal skills in the establishment and maintenance of good working relationships and communication with key stakeholders.

Staff member signature

People and performance framework

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| 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 | |
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| 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 |

| Build and Enhance Relationships | |
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| 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 |

| Plan, Organise, Deliver | |
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| 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 |

Future Focus

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| <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

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| <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

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| <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

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| <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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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

| TASK | DESCRIPTION | INHERENT REQUIREMENTS | DEMAND | FREQUENCY | | | |
|----------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------|---|---|---|
| | | | | R | O | F | C |
| Administration | Provide administrative support to managers and executive services coordinator | <ul style="list-style-type: none"> Liaison with staff of all levels Liaison with external agencies / stakeholders including the public Phone use Computer use Attend meetings Handwriting notes Data entry Data extraction Use of multiple council software Maintenance of registers Report writing Document filing Operate within a budget | Sitting | | | | X |
| | | | Standing | | X | | |
| | | | Walking | | X | | |
| | | | Lifting < 10kgs | X | | | |
| | | | Reaching | | X | | |
| | | | Fine motor | | | | X |
| | | | Neck postures | | | | X |
| | | | Accepting instructions | | | X | |
| | | | Providing instructions | | X | | |
| | | | Sustained concentration | | | | X |
| | | | Decision making | | | | X |
| | | | Simple problem solving | | | X | |
| | | | Interaction with others | | | | X |
| | | | Respond to change | | | X | |
| Prioritisation | | | | X | | | |

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