

EXECUTIVE ASSISTANT TO THE CHIEF EXECUTIVE OFFICER AND MAYOR

POSITION & PERSON DESCRIPTION

February 2020



City of
Norwood
Payneham
& St Peters

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *City Plan 20230; Shaping Our Future*.

The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT:	Chief Executive's Office
UNIT:	Chief Executive's Office
ORGANISATIONAL RELATIONSHIP:	Reports directly to the Chief Executive Officer The Position is also expected to work in collaboration with the Organisational Development Unit, Strategic Projects & Economic Development Unit.
NO. OF DIRECT REPORTS:	Nil
AWARD & CLASSIFICATION:	South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Enterprise Agreement General Officer, Level 4

OVERVIEW

The Executive Assistant is responsible and accountable for the provision of high level assistance services to the Chief Executive Officer and the Mayor, including;

- general administration;
- diary management;
- facilitating effective relationships with staff, Elected Members and external stakeholders;
- researching and drafting correspondence and reports on behalf of the Chief Executive Officer and the Mayor;
- co-ordinating and delivery of effective solutions to enquiries; and
- providing assistance as required to other units within the Chief Executive Office.

The Executive Assistant is also responsible for the effective and efficient management of the Chief Executive's Office, ensuring the overall quality, effectiveness and timeliness of correspondence, functions and services provided by and for the Chief Executive Officer, as well as co-ordinating the strategic management of issues for the Chief Executive Officer and Mayor.

The Executive Assistant works autonomously as well as together with Administration staff from across the organisation and uses their initiative to anticipate the needs of the Mayor, Councillors, the Chief Executive Officer and other staff to proactively manage the tasks and outcomes required of them.

The outputs in the form of documentation, services provided to citizens, diary management and so on, provided by the Executive Assistant are of a high standard expected of a professional Executive Assistant. The Executive Assistant will undertake duties that require a high level of diplomacy, confidentiality and responsibility which requires the Executive Assistant to be practical, perceptive, wise in their approach and self-accountable.

In terms of outcomes, it is expected that through the outputs of the Executive Assistant, the Chief Executive's Office will be characterised as being professionally managed, all tasks undertaken in a timely manner and services are provided on the basis of best practice service principles.

The Executive Assistant is also required to provide assistance in an administrative capacity to other Units and staff within the Chief Executive's Office (that is, Economic Development, Strategic Projects, Organisational Development and Work Health and Safety & Risk).

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have adopted the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have developed and adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

POSITION OBJECTIVES

- To provide high-level administrative support, personal assistance and liaison to the Chief Executive Officer, Mayor, Elected Members and other staff.
- Ensure the effective and efficient management of the Chief Executive's Office, ensuring the overall quality, effectiveness and timeliness of services provided for and by the Chief Executive Officer.

KEY RESULT AREAS

- **Operational Responsibility**
 1. Executive Support to the Chief Executive Officer.
 2. Executive Support to the Mayor & Elected Members.
 3. Administration.
 4. Management of Executive Office Correspondence.
- **Organisational Responsibility**
 1. Corporate Governance.
 2. Work Health & Safety and Injury Management.
 3. Environmental Sustainability.
 4. Organisational Values.

OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. EXECUTIVE SUPPORT – CHIEF EXECUTIVE OFFICER

- Provide executive and personal assistant services to the Chief Executive Officer including, but not limited to:
 - word formatting, document preparation and editing;
 - assessing and prioritising and diarising meetings and appointments;
 - co-ordination and set up of corporate meetings and events and provide hosting services when required during events and at meetings; of meetings;
 - assessing and resolving enquiries where appropriate;
 - responding to invitations;
 - researching, facilitating and drafting responses to correspondence as required;
 - assisting with research and gathering of information relating to projects (and issues) undertaken by the Chief Executive Officer;
 - co-ordination of Executive Management Group meetings including preparation of agenda, taking minutes and co-ordinating actions;
 - co-ordination of filing and record keeping for the Chief Executive Officer;
 - liaising with the Mayor and Elected Members regarding meetings and issues as required;
 - act as a first point of contact for the Chief Executive Officer;
 - provide advice and support including the co-ordination of resources and administrative budgets associated with the operations of the Chief Executive Office;
 - the development and implementation of policies and procedures relevant to the work of the Chief Executive Officer as required;
 - ensure that the appropriate governance requirements applicable to the Chief Executive's Office are met in accordance with the relevant legislation, organisational policies and standards;
 - identify issues and opportunities relevant to the functions of the Chief Executive's Office; and
 - application of high level communication skills in liaising with a range of internal and external stakeholders on behalf of the Chief Executive Officer and Mayor, to ensure that their respective activities are co-ordinated.

Performance Indicators

- Executive services to the Chief Executive Officer are provided in a timely proactive, accurate manner and treated with confidentiality and diplomacy at all times.
- High quality standard of documentation.
- Accurate and timely responses to Elected Members and citizens.

2. EXECUTIVE SUPPORT - MAYOR

- Provide executive secretarial services to the Mayor including:
 - word formatting, document preparation and editing;
 - assessing and prioritising and diarising meetings and appointments and provide hosting services when required during meetings and events;
 - assessing and resolving enquiries where appropriate;
 - responding to invitations and completing mail requests;
 - drafting responses to routine matters;
 - co-ordination of filing and record keeping for the Mayor;
 - liaising with the Mayor and Elected Members regarding meetings;
 - building effective rapport, diplomacy and liaison with the Mayor, Elected Members and between key stakeholders and staff and representing the organisation in a professional manner; and
 - act as a first point of contact for the Mayor on a range of enquiries as required.

Performance Indicators

- Executive services to the Mayor are provided in a timely, proactive, accurate manner and treated with confidentiality and diplomacy at all times.
- High quality standard of documentation.
- Accurate and timely responses to issues raised by the Mayor.

3. ADMINISTRATION

- Ensure that all filing, maintenance of records, file management and day-to-day activities are undertaken to the required standards.
- Assist with the preparation, co-ordination and updating of the Council's Policy Manual as required.
- Provide administration and reception support and assistance to other Units, including, Strategic Projects, Economic Development, WHS & Risk and Organisational Development, within the Chief Executive's Office.
- Ensure that the documents produced on behalf of the Council are professional, grammatically correct and factually accurate before being distributed in a timely manner.
- Participate in organisational project and improvement to successfully implement effective administrative changes and business improvements.

Performance Indicators

- Timely and accurate support and assistance.
- Identified and acted upon opportunities for service delivery improvements.
- Report deadlines achieved for Council and Committee Meetings.

4. MANAGEMENT OF EXECUTIVE OFFICE CORRESPONDENCE

- Receive, prioritise and appropriately refer all correspondence flowing through the Chief Executive's Office.
- Pro-actively research and provide relevant information to the Chief Executive Officer and Mayor in response to enquiries.
- Research and draft responses to standard enquiries for the Chief Executive Officer and Mayor.
- Edit draft responses from the Chief Executive Officer and Mayor.

Performance Indicators

- All correspondence flowing through the Chief Executive's Office is receipted, prioritised and referred appropriately and in a timely manner.
- Information provided to the Chief Executive Officer and Mayor in response to enquiries is timely, relevant and accurate.
- Responses drafted to standard enquiries are provided to the Chief Executive Officer and Mayor in a timely manner and contain relevant and accurate details.
- Draft responses are edited in a timely manner, grammatically correct and the details are accurate.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Equal Employment Opportunity (EEO) principles in the workplace.
- Contribute to the organisation's continuous improvement program, Business Excellence Framework (BEF).
- Observe and uphold the Organisational Values and conduct all affairs in accordance with the Values.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with EEO principles.
- Organisational values observed at all times.
- Participation in all BEF programs as required.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - co-operate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values at all times.

PERSON SPECIFICATION

QUALIFICATIONS & EXPERIENCE

- A Certificate Level Qualification or equivalent experience in Business Administration, Customer Service or Governance is desirable.
- Secondary School Level education in English is essential.
- Secondary School Level education in Civics and Citizenship, Governance, Legal Studies or Business Administration is desirable.
- A minimum of five (5) years' experience in a related role is essential.
- A minimum of ten (10) years' experience in a related role is desirable.

KNOWLEDGE

- A working knowledge of the *Local Government Act 1999* is desirable.
- Knowledge of the structure of legislation, legislative terminology and how to correctly reference legislation is desirable.
- Good knowledge of the role of Local Government in the provision of services to its community.
- An appreciation for excellence, quality management and best practise principles.
- Knowledge of personal assistant role and associated procedures.
- Sound knowledge MS Office applications.

SKILLS

- Excellent verbal communication skills, in particular providing information and the recording and relaying of information.
- Excellent written communication skills and report writing in order to draft and edit accurate correspondence and documents.
- Organisational skills, including time management, prioritisation and management of files.
- High level of proficiency within the Windows environment, MS Office applications and other business systems.
- Typing skills with a high level of accuracy and attention to detail.
- Excellent service skills.
- Good negotiation, influencing and diplomacy skills.
- Excellent relationship building and interpersonal skills.

PERSONAL ATTRIBUTES

- Demonstrated strong work ethics and integrity, including the ability to maintain confidentiality, discretion and diplomacy.
- Self-motivation and enthusiasm.
- A commitment to professionalism and excellence.
- A commitment to and a focus on service provision and contributing to the community.
- An amicable, friendly, personable and positive personal nature.
- Willingness to contribute to a team environment and work in a team to provide high quality and responsive service.
- Personal presentation that is professional and corporate.

DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance.
- Completion of training and attainment of skills applicable to Award Classification.
- Attend training courses and other relevant staff development courses and maintain competency levels.

EXECUTIVE ASSISTANT TO THE CEO AND MAYOR
POSITION & PERSON DESCRIPTION
February 2020



DATE POSITION CREATED:

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT TO COMMENCE:

EMPOWER (PDR) REVIEW SCHEDULED FOR:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Executive Assistant to the Chief Executive Officer and Mayor.

APPROVED BY:

Mario Barone PSM
Chief Executive Officer

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Executive Assistant to the Chief Executive Officer and Mayor has been read and agreed to by

Executive Assistant to the Chief Executive Officer and Mayor

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



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