



City of  
Norwood  
Payneham  
& St Peters

# EXECUTIVE ASSISTANT, URBAN PLANNING & ENVIRONMENT

## POSITION & PERSON DESCRIPTION

February 2024

### POSITION DETAILS

<b>DEPARTMENT:</b>	Urban Planning & Environment
<b>ORGANISATIONAL RELATIONSHIP:</b>	<p>Reports directly to the General Manager, Urban Planning &amp; Environment</p> <p>The Position is also expected to work in collaboration with all staff across the organisation.</p>
<b>DIRECT REPORTS:</b>	Nil.
<b>AWARD:</b>	<i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham &amp; St Peters' Municipal Officers Enterprise Agreement</i>
<b>CLASSIFICATION:</b>	General Officer, Level 4
<b>SPECIAL CONDITIONS:</b>	Out of hours work may be required from time to time.

### POSITION OVERVIEW

The Executive Assistant is responsible and accountable for the provision of high-level administrative and project support to enable the General Manager, Urban Planning & Environment and the Urban Planning & Environment Department to operate efficiently and effectively.

The role will assist in project and administration functions within the Urban Planning & Environment Department including researching, preparing and coordinating projects and initiatives, as required as well as confidential secretarial and administrative support for the department and assistance from time to time to other business units across the organisation.

## KEY RESPONSIBILITIES

### 1. EXECUTIVE SUPPORT

Provide high-level executive and administrative support to the Urban Planning & Environment Department and the General Manager, including but not limited to:

- Ensuring that the General Manager is prepared and informed on relevant matters and issues in a timely manner.
- Document preparation and editing (including letters, memos, spreadsheets, presentation materials and reports).
- Proactive inbox, correspondence (including researching and preparing responses) and calendar management on behalf of the General Manager.
- Handling internal and external enquiries and requests on behalf of the General Manager.
- Co-ordinating meetings including the preparation of agendas, minute-taking and the co-ordination of actions for follow-up and presentations.
- The application of high-level communication skills in liaising with a range of internal and external stakeholders.
- Coordination of and/or assistance with consultation with citizens required for projects and initiatives, including but not limited to mail outs, collation of feedback and where appropriate, analysis of the feedback received.
- Provide excellent customer service.
- Provide effective, timely and accurate records management of all Council correspondence through Council's approved information management systems in accordance with legislative requirements.
- Working autonomously, as well as with Executive Assistant's and Administration staff from across the organisation.
- Using initiative to proactively manage tasks and outcomes.
- Undertaking duties that require a high-level of competence, diplomacy, confidentiality, initiative and responsibility.
- Identify and implement continuous improvement initiatives.
- Undertake research and project work, as directed.
- Working closely with teams on customer service and communications.
- Provide assistance with projects and administration functions to other Units and staff within the Department.

### Performance Indicators

- Administrative accountabilities are performed in a timely, proactive, accurate manner and treated with confidentiality and diplomacy at all times.
- Accurate and timely responses to Elected Members and citizens.
- All outputs (such as documentation, services provided, inbox and calendar management) are to a high standard expected of a professional Executive Assistant.

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## **SELECTION CRITERIA**

### **ESSENTIAL CRITERIA**

- Demonstrated high level administration and executive assistance experience in a fast paced and multidisciplinary team environment.
- A minimum of five (5) years' experience in a related role.
- Proficient with Microsoft Office applications, the Windows PC environment and other business systems.
- Excellent organisational skills, including time management, prioritisation and file management.
- Excellent interpersonal skills and communication skills with the ability to communicate effectively with a range of stakeholders including Elected Members, external customers and internal staff.
- Self-motivated with a strong sense of urgency and professionalism.
- High-level of flexibility to meet rapidly changing priorities and meet deadlines.
- A commitment to quality outputs with a high degree of attention to detail.
- Demonstrated strong work ethic and integrity, including the ability to maintain confidentiality, discretion and diplomacy.
- Experience with report writing, creating, drafting and editing correspondence, documents and presentations.

### **DESIRABLE CRITERIA**

- A certificate-level qualification or equivalent experience in Business Administration, Customer Service or Governance (or similar).
- Working knowledge of the *Local Government Act 1999*.
- Skilled in process mapping, process improvement and project research and reporting.
- Experience with minute-taking and preparing agendas.

## **JOB REQUIREMENTS**

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working with Children Clearance and Aged Care Sector Employment Check Clearance.*
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Out of hours work may be required from time to time, as approved by the General Manager, Urban Planning & Environment.

## **WORK HEALTH & SAFETY RESPONSIBILITIES**

- 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
  - cooperate 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.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Sun Smart UVR (induction)
  - Hazardous Chemicals Awareness (induction)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Hazardous Manual Tasks Awareness (induction)
  - Fatigue Awareness (annual)

### **Performance Indicators**

- Awareness of, and compliance with, WHS legislation and demonstrates safe working practices.
- Competency levels maintained and up to date, as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

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 embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) 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.

