



Position Details

Title:	Executive Assistant to Director Infrastructure
Classification:	Band 5
Position Number:	008
Business Unit:	Infrastructure
Reports to:	Director Infrastructure

Key Objectives

To provide executive support for the Director Infrastructure and the Directorate.

Key Responsibilities

- Ensure timely and efficient information flow between the Director Infrastructure (DI), Managers of the Directorate and the Office of the Chief Executive Officer including:
- Coordinate timely provision of Shire Infrastructures' Council Reports and papers for other major Committees of Council;
- As far as practical, ensure information in these reports is accurate and formatted in accordance with Council requirements;
- Manage DSI diary and meeting arrangements as required;
- Develop and maintain effective filing, record-keeping and administrative arrangements to facilitate an efficient office environment in the Director's office;
- Provide secretarial and administrative assistance to the DSI and Council Committees chaired by the DSI;
- Provide high level computer support to Departments within the Shire Infrastructure Directorate including major Council systems such as procurement and customer service systems;
- Provide high level administrative support to major projects undertaken by the Shire Infrastructure Directorate;
- Provide administrative support and guidance to Shire Infrastructure staff for Council initiatives such as the Business Excellence Framework and other systems such as Interplan;
- Maintain strictest confidentiality of information provided to or generated by the DI; Promote Council's policy of Excellence in Customer Service and assist in developing a culture of continuous improvement;

Corporate Responsibilities

- Encourage a policy of *Excellence in Customer Service* through the identification, implementation and review of strategies to improve service quality;
- Assist in reinforcing existing, and establish new networks both within and outside the industry in order to further Council's business interests and identify *Best Practice* management techniques and technologies;
- Participate in the development of Council's corporate objectives, in particular, those of the Unit;
- Proactively cultivate and maintain strong team relationships among colleagues on a formal and informal basis across all Council functions;
- Communicate management decisions concerning change, and encourage and create avenues for 'bottom up' communication from within the Unit.

General Responsibilities

- Establish, develop and maintain systems and procedures used within the Unit;
- Participate in training programs designed to increase efficiency and effectiveness;
- Identify areas where additional training is required, and advise the Director Shire Infrastructure;
- Adhere to Council's policies on ethics, duty of care, professional standards, legal requirements, and resident complaint handling.

Public Relations

- Perform all tasks/duties in a manner which promotes effective teamwork and good public relations;
- Liaise with members of the public and staff.

Extent of Authority

- Responsible for ensuring the timely and accurate production of correspondence, reports and information, formatted in accordance with Council policy and procedures;
- Responsible for the provision of accurate and timely executive support to the DSI, Managers and staff of the directorate, with decisions and judgements made likely to impact on the performance of the supported officers.

Judgement and Decision Making

- The incumbent operates according to Council policies and procedures and within relevant legislation, however a degree of initiative and application of professional or technical knowledge is expected to be required;
- Capacity to effectively prioritise work;

- Expected to be cognisant of Council governance and administrative processes and provide guidance to Managers of the Shire Infrastructure Directorate.

Specialist Skills and Knowledge

- High level office management skills;
- Well-developed administrative skills, including a high level of proficiency and accuracy in computer operations, including procurement and other office management systems;
- Well-developed presentation skills;
- Well-developed understanding and appreciation of the role of the DSI and Managers of the directorate, and the long term goals of the unit as well as the wider organisation.

Management Skills

- Skills in managing own time, setting priorities, and planning and organising own work;
- Ability to achieve objectives within a set timetable and within available resources;
- Ability to demonstrate initiative in all aspects of the position, particularly with respect to assistance in projects as directed;
- Integrity to maintain confidentiality regarding personnel and other confidential issues being addressed by the DI;
- Will support a safe work environment by effectively by complying with processes to implement OHS programs and drive compliance by:
 - Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act;
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare;
 - Contribute to OHS consultation processes;
 - Prompt reporting of hazards and incidents.

Inter-personal skills

- Well-developed verbal and written communication skills;
- Ability to display a patient, courteous and tactful manner at all times, both when dealing with members of the public, and Council staff;
- Ability to gain cooperation and assistance from members of the public and Council staff and to guide staff with regard to Council operations and requirements;
- Ability to work as part of a team;
- Ability to resolve customer enquiries.

Compliance with Legislation and Policies

Adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures;
 - Southern Grampians Shire Council Staff Code of Conduct;
 - Privacy and Data Protection Act 2014 (Vic);
 - Equal Opportunity Act 2010 (Vic);
 - Occupational Health and Safety Act 2004 (Vic);
 - Government/Industry Codes of Conduct;
 - The Southern Grampians Shire Council Enterprise Agreement; and
 - The Municipal Emergency Management Plan.
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- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
 - Responsible for ensuring the security of Council's assets under the Officer's control;
 - Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

Qualifications/Experience

- A high level of proficiency and accuracy in the use of computers and other office equipment;
- Experience in general administration duties, including computer applications.

Key Selection Criteria

The employee will demonstrate the following:

Functional Competencies

- A high level of proficiency and accuracy in the use of a personal computer utilising diverse software packages;
- Experience in the performance of high quality reception, word processing and administrative services;
- Demonstrated understanding and appreciation of the importance of Occupational Health and Safety.

Personal Competencies (behaviours)

- Excellent public relations skills, including the ability to establish a positive rapport with both public and staff in difficult situations and on complex/sensitive issues;
- Preparedness to seek assistance and advice when uncertain of the correct solution to an issue;
- Demonstrated ability to work effectively as part of a diverse work team;
- Well- developed communication skills;
- Courteous at all times, and where appropriate and required, to be assertive;
- Enthusiasm and a willingness to learn;
- Ability to show initiative and innovation in approach to all aspects of the position;
- Ability to liaise with counterparts within the industry, and all levels of Council staff, to exchange views and resolve problems.

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Employee: _____

SGSC: _____

Signature: _____

Signature: _____

Date: _____

Date: _____