

POSITION DESCRIPTION

Position Title:	Executive Services Officer
Position Number/s:	OCEO-004
Employment Type:	Full Time, Permanent
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Classification:	Level 4
Directorate:	Office of the Chief Executive Officer

POSITION OBJECTIVE

Under general direction from the Executive Services Manager, this position provides a full range of timely confidential executive and administrative support to Councillors, and the Executive Leadership Team.

This position will be required to develop a thorough knowledge and understanding of all aspects of Council programs, policies, and procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Executive Services Manager
Directly supervises:	Nil

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

KEY RESPONSIBILITIES

1. Provide executive support as directed and in accordance with Council's Administrative Framework to Council's Executive Leadership Team and Councillors in a confidential and professional manner.
2. Undertake a wide range of activities associated with the delivery of Council's Administrative Framework including but not limited to:
 - a. Calendar, email, records management, overseeing or preparing high quality documents and reports which may require research to assemble relevant information and background material, analysing of information and coordinating input from multiple sources, populating agendas, recording minutes, coordinating travel requirements and prioritising of appointments.
 - b. Scheduling and coordination of a range of activities, meetings and functions, including Official Visitors and Official Visits, Citizenship Ceremonies, etc.
 - c. Providing administrative support to a range of advisory committees, reference groups and other forums.
3. Research sensitive high-level enquiries with a commitment to confidentiality.
4. Progress operational/service-related complaints and issues to ensure prompt identification and appropriate action and refer any matters that may impact upon the Council and employees to the relevant Supervisor or Manager or in accordance with Council's Complaints Management Framework.
5. Develop and maintain records, administrative systems and databases to enable information gathering and timely completion of tasks or projects.

POSITION DESCRIPTION

6. Provide guidance, provision of leadership and mentoring to assist lower classified officers as required:
 - a. Oversee communications within the team by developing effective relationships with external/internal customers and stakeholders, ensuring high quality customer service.
 - b. Provision of assistance while exercising sound judgement, initiative, confidentiality, and sensitivity to increase efficiency and contribute to a positive work environment.
7. Assume responsibility and accountability for adequately managing official records created and received according to relevant legislation, policies and procedures.
8. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
9. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

| Knowledge, skills, and abilities |

Essential:

- Demonstrated knowledge of meeting procedures and protocols relative to local government.
- Demonstrated ability to interpret and apply legislation.
- Demonstrated ability to work independently or in a team in a professional and positive manner.
- Ability to be tactful, discreet and maintain confidentiality when dealing with matters of a sensitive nature.
- Demonstrated ability to self-manage, meet deadlines and adhere to workflows utilising a high level of initiative.
- Sound level of interpersonal skills including demonstrated liaison, consultation, listening and negotiation skills.
- Developed analytical skills and ability to prioritise.
- Working knowledge of policy development and legislation.
- Excellent communication (oral and written) skills relevant to the position with a strong focus on the provision of quality customer service.
- Ability to research and write replies to correspondence, reports, and other such documentation.
- Ability to exercise judgement and initiative where procedures are not clearly defined.
- Advanced computer literacy with the ability to utilise finance, records management system and MS Office suite.

Desirable

- Working knowledge of local government operations.

| Education/Qualifications |

Essential:

- Qualifications in a relevant discipline (business administration, etc.) and/or significant relevant experience in a related role.

| Licences |

Essential:

- Possession and maintenance of a Queensland "C" Class Drivers Licence.

POSITION DESCRIPTION

PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in a shared office setting, which involves prolonged periods of sitting and/or standing at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting, and carrying.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

POSITION DESCRIPTION

POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Manager: _____ **Signature:** _____
(Name)

Date: _____

CEO: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____