

Job title: Executive Business Support Officer – CEO, Mayor & Councillors	
Classification: Band 6	Effective Date: Feb 2024
Reports to: Executive Business Support Team Leader	Tenure: Permanent Full Time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

Provide quality administrative and project support to the CEO, Mayor and Councillors and to support delivery of the Executive Business functions with a customer focus and continuous improvement lens.

Key Responsibilities

Position Specific Responsibilities

High Level Executive and Councillor Support and Administration

- Provide direct support to the CEO, Mayor and Councillors including making appointments, coordinating meetings, drafting correspondence, receiving initial enquiries, organising purchases, arranging conference attendance and other executive support activities.
- Diary and office management for the CEO, Mayor and Councillors.
- Provide effective and confidential communication to represent the CEO, Mayor and Councillors including professional liaison with stakeholders, members of parliament, community and employees.
- Manage and maintain record of CEO and Councillor expenses.
- Compile reports and presentations as required.
- Prepare high quality communications for the CEO, Mayor and Councillors including mail, email, newsletters, pamphlets, web content, articles and other promotional material.
- Assist in the delivery, operation and administration of training programs for the Executive Leadership Team, Mayor and Councillors.
- Review systems and processes to ensure flexible and responsive service delivery that meets and exceeds expectations.
- Support each Executive Business Officer in the provision of direct support to the Executive Leadership Team (ELT)
- Provide other administrative support duties as required including provision of customer service support, answering general telephone and counter enquiries, and support to all staff.

Customer Service – Councillor and Customer Requests, Complaints and Enquiries

- Efficiently allocate Councillor requests and Councillor customer requests to relevant staff for action, in line with customer request protocols.
- Monitor customer requests to ensure that appropriate responses are completed within set timeframes.
- Provide customer service support for the CEO and Councillors including provision of information to the public, appropriate referral to other agencies, administration for various databases.

- Research, investigate, resolve complaints and provide responses to complainants.
- Prepare responses to enquiries on behalf of the CEO, Mayor and Councillors, ELT and relevant managers.
- Maintain appropriate complaints and enquiries register for issues and complaints raised with the CEO.
- Preparation of regular reporting to ELT on Councillor and Councillor customer requests and complaints including performance against service standards, adding insights and commentary.

Continuous Improvement & Project Support

- Co-ordinate and implement projects under the guidance of the Executive Business Support Team Leader and CEO.
- Consult with stakeholders and maintain relationships to ensure they are kept up to date with project progress and significant changes in procedure.
- Establish and manage communication strategies to manage expectations with stakeholders.
- Drive Continuous Improvement as one of our Continuous Improvement Champions (training provided).

Coordination of Civic Events

- Organisation and management of Civic events and functions including Citizenship Ceremonies, delegations, visits and community meetings.
- (The incumbent will be required to attend functions in a support role to the CEO, Mayor and Councillors including after-hours events/meetings).

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety
- Ensure that procurement procedures are complied with for all purchases.

Accountability and Extent of Authority

Budget: The position is responsible for the oversight of the Councillor budget.

Staff responsibility: Nil

Judgement and Decision Making

- Provide general and specific advice in response to enquiries by the public, staff and Councillors in respect to matters that are covered by statute, Council policy/practices, local laws or that are otherwise of a general nature.
- Coordinate and implement projects under guidance of the Executive Business Support Team Leader, Coordinator Governance, Manager Governance & Integrity and CEO.
- Authorise requests for invoices and payments in accordance with finance and budget guidelines.
- Ensure that procedures undertaken comply with relevant legislation.
- Determine appropriate action for customer enquiries, including written and verbal.
- Manage own time, priorities and planning to achieve specific and set objectives and support the CEO, Mayor or Councillors with prioritisation and work scheduling to achieve their workload.
- Ability to interpret policies relating to Councillors in managing expenses and events

Specialist Knowledge and Skills

Certificates/Licences/Requirements:

- Short listed candidates may be required to attend a pre-employment medical examination.
- A current driver's licence that meets the requirements of VicRoads is essential.
- Satisfactory National Criminal History Check.
- Will be required to attend out of hours meetings.

Qualifications and Experience

- Previous experience in an Executive Assistant role is desired.
- Demonstrated understanding of relevant protocols and the ability to work effectively in an environment where a high level of political sensitivity, cultural and organisational awareness and discretion are required.
- An understanding of the role and function of the Mayor/Councillors and Local Government is desirable but not required.
- Excellent knowledge and application of English grammar, spelling, punctuation and expression and the ability to prepare correspondence in an appropriate manner.
- Ability to apply the Local Government Act 2020 and relevant policies relating to Councillors.

Technology:

- High level of digital and technology literacy and experience (experience with InfoCouncil and Microsoft Office desirable).
- Proficiency in MS Office products including Word, Excel, Outlook, PowerPoint etc. Experience in electronic purchasing.
- Must have the ability to adapt quickly to and embrace new technology.

Interpersonal Skills

- Advanced level of oral and written communication skills and excellent telephone manner.
- Be able to resolve job specific problems and gain cooperation and assistance from Councillors, staff, members of the public and customers in the administration of well-defined activities.
- Ability to demonstrate confidentiality, discretion and diplomacy.
- Ability to work collaboratively, and excel in a team environment
- Openness to change and ability to adapt to changes and support new initiatives within the organisation.
- Highest quality customer service attitude, the need to demonstrate a capacity to learn and build upon a solid administrative or process background.

Key Relationships:

- Position reports to the Executive Business Support Team Leader and works with other Executive Business Support Officers in a team.
- As part of the Governance & Integrity Department, it is essential that the department works together living our values and behaviours.
- Primary customers are the CEO, Executive Leadership Team and Mayor and Councillors.
- Liaison and collaboration with all Council staff.
- External Liaisons: Ratepayers, Solicitors, other Municipalities, Governments and Private Organisations.

Management Skills

- Supporting the performance of the CEO, Mayor and Councillors and the Executive Business Support Team.
- Excellent attention to detail and ability to meet all expected outcomes within desired timeframes, despite competing demands.
- Good understanding of Council Expense Policy to manage Councillor requests for training and processing Councillor expenses.

Key Selection Criteria

1. Proven experience as an executive /administrative assistant in a dynamic environment.
2. Well-developed customer service skills and excellent communication skills.
3. Excellent organisation and attention to detail skills to provide quality correspondence within expected timeframes, despite competing demands.
4. Proven ability in problem solving and resolving issues in a timely manner involving multiple stakeholders.
5. High level of digital and technology literacy and ability to learn new systems.
6. Demonstrated ability to establish strong, collaborative relationships across Council departments, including good judgment in knowing when to escalate matters.
7. Ability to thrive in a fast-paced, ever-evolving environment.
8. Demonstrated experience working in a multi-disciplinary team with an ability to be flexible.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Nil		
Hand/Arm Movement Tasks involve use of hand/arms	Nil		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Nil		
Standing Tasks involve standing in an upright position	Nil		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Nil		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Nil		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Nil		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Nil		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Daily keyboard duties		
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: