

## Position information

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<b>Position Title:</b>	Executive Assistant Community & Customer Experience
<b>Classification:</b>	Band 6
<b>Reports to:</b>	Director Community & Customer Experience
<b>Division:</b>	Community & Customer Experience

## Our strategic context

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### Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

### How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

## Position Purpose

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The Executive Assistant plays an important role in providing administrative support to the Director of Community and Customer Experience. Responsibilities include complex calendar management, coordinating meetings and events, project coordination, correspondence management and preparing reports.

The Executive Assistant must ensure the Director of Community and Customer Experience is fully prepared for their commitments. The role requires excellent communication skills, and the ability to liaise with internal and external stakeholders confidently and effectively, demonstrating a high level of integrity by maintaining confidentiality and professionalism at all times.

## Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
<p>Provide confidential, accurate and efficient personal assistance to the Director</p>	<ul style="list-style-type: none"> <li>• Use initiative to proactively manage tasks to reduce the administrative burden on the Director</li> <li>• Ensure the effective management of the Director's diary by:               <ul style="list-style-type: none"> <li>– Organising appointments, meetings and workshops for the Director and maintaining associated files and records.</li> <li>– Arranging files and other documents relating to appointments to be made available for the Director to review prior to appointment times.</li> <li>– Arranging conference attendance including travel and accommodation bookings.</li> </ul> </li> <li>• Act as an access point for the Director, taking all external enquiries and ensuring effective communication to the Director and staff.</li> <li>• Manage and monitor the Directors email including both incoming and outgoing messages.</li> <li>• Maintain a knowledge of the work which the Director is currently involved in to provide effective support.</li> <li>• Assess and filter information to the Director and staff.</li> <li>• Undertake special assignments, carry out research and other tasks, and gather information for the Director, as appropriate.</li> <li>• Ensure the confidentiality of all Council related conversations, documents and information at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• Informed and organised Director who can focus on the bigger picture with confidence that administrative and Divisional matters are well managed and coordinated.</li> <li>• A well-balanced schedule that accommodates organisational priorities.</li> <li>• Professional representation of the Director and their Division internally and externally.</li> </ul>
<p>Provide administrative support services to Divisional Managers and staff</p>	<ul style="list-style-type: none"> <li>• Maintain and monitor the efficiency of procedures and information systems used in supporting Divisional activities.</li> <li>• Continually seek, identify and implement any improvement opportunities that will streamline and benefit Divisional activities and performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Cohesive and well supported Divisions with a focal point for information and assistance and a continuous improvement mindset</li> </ul>

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	<ul style="list-style-type: none"> <li>• Organise and attend Divisional and other meetings and act as an agenda coordinator and minute taker.</li> <li>• Provide accurate and up to date technical advice and/or assistance as required to the Director, Divisional Managers and their staff.</li> <li>• Assist Divisional Managers and staff in the preparation and provision of Executive Team meeting reports and Councillor Bulletin items.</li> <li>• Undertake specific Divisional related activities as required.</li> </ul>	
Manage the Council Agenda Planner and ensure critical alignment with Council's agenda management system	<ul style="list-style-type: none"> <li>• Follow up with Divisional Managers and staff, reports listed on Council's Agenda Planner and maintain strict Governance deadlines.</li> <li>• Maintain and monitor reports in Council's agenda management system including the authorisation process and providing technical advice to staff as required.</li> <li>• Edit and format reports as necessary to meet high quality standards and corporate style guidelines.</li> <li>• Follow up Divisional actions arising from the minutes of Council meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Divisional compliance with timelines for</li> <li>• Council meeting agenda preparation.</li> <li>• Up to date and accurate information contained in the Council Agenda Planner for Divisions.</li> <li>• Actions from Council meetings accurately actioned, monitored and finalised within the appropriate Council systems</li> <li>• Presentation of appropriately written and formatted Council reports.</li> </ul>
Ensure the quality and timeliness of responses to communication and correspondence	<ul style="list-style-type: none"> <li>• Drive the implementation of the divisional procedure for Director, CEO and Councillor correspondence, monitor performance and identify / implement improvements as appropriate.</li> <li>• Review all incoming correspondence and, where appropriate, determine a course of</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of customer service equal to or exceeding Council expectations.</li> <li>• Customer interactions actioned in</li> </ul>

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	<p>action for matters to be dealt with by officers in other departments and/or Divisions.</p> <ul style="list-style-type: none"> <li>• Complete letters for signature by the Director and originate correspondence as required.</li> <li>• Maintain a follow up system on actions arising out of correspondence and meetings.</li> <li>• Ensure effective internal and external communication, both written and oral, are undertaken with a customer centric focus.</li> <li>• Manage contact with Councillors, the Director, Managers and staff effectively and collaboratively.</li> <li>• Enforce and promote the service standards of the relevant current customer experience policies.</li> <li>• Ensure that all interactions, complaints, requests for service and feedback are registered appropriately in endorsed Council systems and are monitored, updated, actioned and completed in accordance with the service standards in the relevant current customer experience policies.</li> <li>• Manage Divisional customer interaction reporting requirements.</li> </ul>	<p>accordance with the relevant current customer experience policies and service standards.</p> <ul style="list-style-type: none"> <li>• Accurate and timely reporting of Divisional customer interaction.</li> </ul>
Organisational responsibilities	<ul style="list-style-type: none"> <li>• Monitor and pay invoices in accordance with Council's Procurement Guidelines and within Council's Purchasing system.</li> <li>• Monitor and reconcile Divisional credit card purchases in accordance with the Purchase Card Policy.</li> <li>• Act as a Divisional 'champion' for key data capture and storage systems and processes</li> <li>• Act as a Divisional liaison for advice on compliance with Council Policies and Procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with and, where appropriate, improvements to organisational systems.</li> <li>• Compliance with organisational policies and procedures.</li> <li>• Divisional staff supported by a high level of administrative awareness.</li> </ul>

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Executive Support Team	<ul style="list-style-type: none"> <li>• Play a proactive role in the Executive Support Team.</li> <li>• Provide relief for the CEO's EA and the Mayoral Secretary, during periods of absence, on a rotational basis with the other Divisional EAs.</li> <li>• These roles are generic – the incumbent must have the ability and be prepared to work in any of the four Executive Assistant positions.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribution to the cross-organisational impact of the Executive Support Team</li> <li>• Provision of consistent and high level support to the Executive Team and the Mayor and Councillors.</li> </ul>
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## Position - Organisational Relationships

**Key Internal Contacts:** Mayor and Councillors  
CEO and Executive Team Members  
Senior Leadership Group  
Executive Support Team  
All staff

**Key External Contacts:** Residents  
Members of the Bayside community  
Divisional stakeholder groups

## Position - Delegations

**Financial Delegations:** As per Financial delegations

**People and Position Delegations:** As per People and Position delegations

## Position – Skills and Competencies

Accountability and Extent of Authority	<ul style="list-style-type: none"> <li>• Provision of regular advice to ET members, and on behalf of ET members internally and externally, around a range of issues.</li> <li>• Access and prioritisation of information, on the ET member's behalf, for the Mayor and Councillors and the CEO.</li> <li>• Determine whether a matter should be brought to the attention of ET members or resolved at management level. This advice should be</li> </ul>
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	<p>provided in accordance with regulations, policies and regular supervision.</p> <ul style="list-style-type: none"> <li>• Authorisation of payment within financial delegation.</li> </ul>
Judgement and Decision Making	<ul style="list-style-type: none"> <li>• Use a creative and innovative approach to resolving problems and finding solutions.</li> <li>• Operate with a high degree of discretion and maintain confidentiality at all times.</li> <li>• Guidance and advice is usually available. Where possible, represent the views of ET members when they are not available to do so.</li> </ul>
Interpersonal Skills	<ul style="list-style-type: none"> <li>• High level verbal and written communication skills</li> <li>• Demonstrate a confident manner, including the ability to be assertive when required.</li> <li>• Ability to communicate effectively at all levels including building and developing positive relationships with all staff.</li> <li>• Demonstrate a proactive and self-motivated approach to duties.</li> <li>• Ability to anticipate and initiate contingencies to ensure the smooth running of operations.</li> <li>• Ability to adapt to change and champion organisational change divisionally.</li> <li>• Ability to provide specialist advice around Council policy and procedures to resolve complaints and issues.</li> <li>• Ability to liaise with Managers and staff within the organisation to resolve cross-organisational issues.</li> <li>• Ability to liaise with counterparts in other organisations to discuss specialist matters.</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>• The completion of a degree or diploma course in a related field with some relevant experience; or a lesser formal qualification with at least 5 years' relevant experience; or substantial relevant experience in a similar or related role.</li> <li>• Experience preferred with the operational activities within the division.</li> <li>• Experience in dealing with confidential information.</li> </ul>
Specialist Skills and Knowledge	<ul style="list-style-type: none"> <li>• High level administrative skills.</li> <li>• An enthusiasm and focus for providing positive customer experiences.</li> <li>• A thorough working knowledge of Microsoft Office Programs including MS Word, MS Excel and MS PowerPoint.</li> <li>• Competence in the latest technology and a proactive approach to embracing and implementing new tools to streamline activities</li> <li>• Skilled in problem resolution and managing customers/stakeholders' expectations with difficult issues on behalf of Executive Team members and Divisions.</li> </ul>

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Management Skills	<ul style="list-style-type: none"> <li>• Ability to work without supervision</li> <li>• Ability to correspond with other requirements of the Organisation while meeting strict deadlines, often under pressure</li> <li>• Setting priorities for Executive Team members to assist with achieving set goals and objectives</li> <li>• Ability to manage, prioritise and plan workload</li> <li>• Ability to operate professionally and with a high level of emotional intelligence</li> </ul>
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## What we are all responsible for

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### Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



### Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



### Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.

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## Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



## Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



## Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



## Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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