

## Senior Executive Support Officer

### Position Description

<b>Directorate</b>	City Administration	<b>Department</b>	City Administration
<b>Reports To</b>	Group Executive Officer - City Administration	<b>Direct Reports</b>	No
<b>Queensland Local Government Industry Award - State 2017 -Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 5

#### Position Purpose

This position will provide high level executive and business support to the multiple General Managers and other senior leaders across the broader City Administration Group as needed. The position will also manage and coordinate the ongoing delivery, review and continuous improvement of administrative services and corporate governance processes to support the achievement of the functional group's, objectives and outcomes.

#### Key Responsibilities and Outcomes


As Senior Executive Support Officer you will:

- Provide high-level confidential executive and business support to the General-Manager and senior leaders across the Directorate and within the City Administration group as needed.
- Draft and review complex business documents, correspondence, reports and other relevant documents.
- Manage incoming and outgoing communication, ensuring all requests are managed professionally, timeframes are met, and follow-up actions are executed.
- Coordinate and oversee the research and investigation of a range of complex matters and escalations referred by Councillors, residents, stakeholders and departments and coordinate the formulation of appropriate responses in accordance with relevant legislation, policies and directives.
- Maintain confidentiality and exercise diplomacy in dealing with issues of a sensitive, political or confidential nature and ensure the General Manager is informed immediately of operational issues of an urgent, political or sensitive nature.
- Communicate and maintain strong relationships with all levels of team members within the Directorate, providing leadership, direction and mentoring regarding business processes and governance.
- Lead the coordination of the Directorate's operational and departmental planning, and support the preparation of departmental budgets, operational plans and reporting.

- Lead the enhancement of service provision by actively identifying improvement opportunities and developing and reviewing processes in consultation with internal stakeholders to facilitate positive change.
- Provide professional support, detailed advice and assistance to the General Manager and senior leaders across the Directorate in relation to business issues, initiatives and proposals to contribute to the achievement of the Directorate's goals and objectives.
- Provide oversight and guidance in relation to the management and delivery of Directorate project-related activities.
- Manage, monitor and lodge General Meeting, Audit Committee, Councillor Briefing and ELT documentation ensuring approvals are completed and timeframes strictly adhered to, and follow up associated outcomes to ensure actions are accounted for.
- Manage the General Manager's electronic diary including prioritising appointments having regard to the General Manager's corporate responsibilities. Effectively organise and supervise meetings/functions, arrange conferences, seminars and workshops for the Directorate and provide executive-level confidential secretariat services as needed.
- Prepare and deliver purchase orders, manage reconciliation of corporate credit cards and process financial claims for the General Managers and senior leaders as required.
- Monitor and manage any statutory and policy deadlines as required.

**Our Values**

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.



<b>Decision Making</b>	
<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

- Knowledge & Experience**
- Considerable experience in providing high level executive and business support to executive and senior leaders in a fast-paced multi-disciplinary environment.
  - Comprehensive experience providing detailed industry advice to senior leaders to ensure compliance with governance and legislative requirements.
  - Substantial experience coordinating and overseeing the research and investigation of matters, with strong attention to detail in producing findings and reports in a politically sensitive environment.
  - High level ability to apply critical thinking, reasoning, evaluation and decision-making within a broad framework.
  - Highly developed written and verbal communication skills, with considerable experience in preparing high-level correspondence, reports and other relevant documents.
  - Comprehensive experience in applying continuous improvement practices in the delivery of administrative services, records management and governance processes.

- Highly developed people and relationship skills with a demonstrated ability to influence and negotiate outcomes at all levels of the organisation, contributing to a positive work environment with a strong focus on the provision of quality customer service.
- Advanced level and understanding of Microsoft Office suite of programs, particularly within Microsoft Word and Excel to draft correspondence and maintain data.
- Knowledge of, or ability to quickly obtain knowledge of, Council systems, policies and procedures.
- Proactive and self-motivated in nature and understand the need to remain adaptable and flexible in a dynamic office environment.
- Ability to maintain confidentiality and professionalism, particularly when dealing with issues of a highly political and sensitive nature.
- Highly developed time management, work prioritisation and organisational skills, with proven ability to work with limited supervision.

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*