

## Executive Support Officer

### Position Description

<b>Directorate</b>	CEO Office	<b>Department</b>	External Relations
<b>Reports To</b>	Executive Officer, Office of the Mayor	<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 4

#### Position Purpose

This position will provide high-level administrative and business support to the Office of the Mayor to ensure a seamless service is provided for Council and the Moreton Bay community.

#### Key Responsibilities and Outcomes

As an Executive Support Officer you will:

- Provide support across a range of responsibilities within the Office of the Mayor, including e-mail triage, processing of incoming and outgoing communication ensuring all correspondence is managed professionally, timeframes are met, and follow-up actions are completed.
- Act as the primary point of contact for incoming written and verbal enquiries to the Mayor, ensuring that residents and ratepayers receive the highest level of customer service.
- Prepare correspondence and documentation as required and as allocated by the Senior Executive Assistants, Office of the Mayor, this may include research and investigation of a range of issues arising from residents and stakeholder enquiries.
- Contribute to the Office of the Mayor's procurement processes, including liaison with suppliers, obtaining quotes, raising purchase orders, processing invoices and reconciling credit cards.
- Contribute to a positive team environment to achieve a high performance, continuous improvement and customer focused culture.
- Maintain confidentiality and exercise diplomacy in dealing with issues of a sensitive or political nature.
- Collaborate effectively with other levels of staff to deliver a seamless support service for the Mayor and Council.
- Build strong relationships and engage proactively with Mayor, Councillors, Chief External Relations Officer, Executive Leadership Team, State and Federal MP's Electorate Officers, Council Officers and members of the public, using a high degree of judgement, initiative and confidentiality.

### Additional Information

Ability to work occasionally outside normal working hours, including weekends 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.

**SERVICE**

**TEAMWORK**

**INTEGRITY**

**RESPECT**

**SUSTAINABILITY**

### **Decision Making**

*Budget*

Per Council's annual Budget adoption of Provision of Facilities.

*Delegations*

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register.

### **Knowledge & Experience**

- Strong experience providing strategic support in a fast-paced multi-disciplinary environment.
- Strong knowledge and understanding of government operations, including the interaction between the three levels of government.
- An understanding of government functions, with ability to provide sound advice for all Mayoral correspondence.
- Experience in undertaking research with a strong attention to detail in producing findings and reports; particularly in a politically sensitive environment where there is a high risk if advice is incorrect.
- Strong knowledge of Microsoft Office, as well as a sound understanding of electronic document management systems.
- Knowledge of, or ability to quickly obtain knowledge of, Council systems, policies and directives.
- Strong verbal and written communication skills and the ability exercise sound judgement in the handling of complex issues while maintaining confidentiality in a politically sensitive environment.
- Ability to apply critical thinking, reasoning, evaluation and decision-making skills.
- Strong time management, work prioritisation with proven ability to work with limited supervision within tight timeframes.
- Strongly developed interpersonal skills, with demonstrated ability to work in a dynamic team environment communicating and motivating effectively at all levels of the organisation.

### **Qualifications**

- Diploma of Business or Business Administration (desirable) or equivalent experience providing support at an executive level.
- Current C class driver's licence.

*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.*

