



Executive Assistant to Director

Position Number:	500007
Directorate:	Advocacy and Communities
Reports to:	Director Advocacy and Communities
Classification:	Band 5
Employment Status:	Permanent Full Time
Location:	Civic Centre Broadford – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.
Date created/amended:	April 2021
Employee signature:	Date: / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

This Vision is currently being updated with community in line with the new [Local Government Act 2020](#)

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



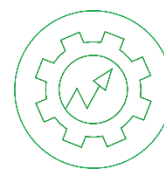
Respect



Customer Service
Excellence



Accountability

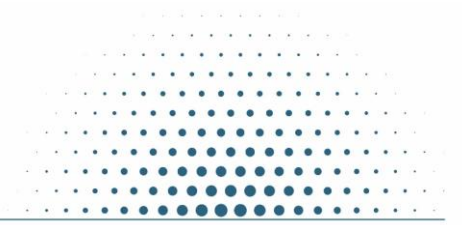


Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance
- > Economy, Growth, and Infrastructure



- > Advocacy and Communities

About the Role

Objectives

- > Manage the efficient and effective operation of the Directorate and Director's Office.
- > Provide an effective interface for the Director with community, the Executive, Councillors, Council Management, and staff.
- > Uphold and ensure corporate standards across the Directorate are met.
- > Establish and nurture collaborative relationships with all relevant stakeholders.
- > Develop specialised systems and processes to improve workflows across the Directorate.
- > Continuously develop and improve communications across the Directorate ensuring excellence in customer service and organisational culture.

Key Responsibility Areas

Executive Administration

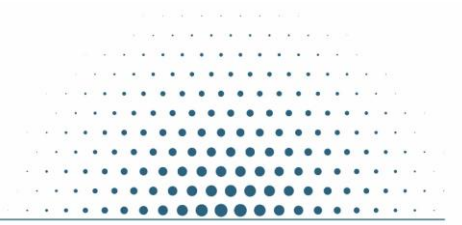
- Provide all executive, administrative and project support to the Director and Managers, maintaining the confidentiality and integrity of the Director's Office.
- Liaise with and maintain highly effective relationships with Councillors, the community, staff, government agencies and other stakeholders ensuring the highest standard of customer service.
- Work with the Director to effectively manage the Director's schedule, including the coordination of meetings using professional judgement to incorporate relevant stakeholders and ensuring the Director is briefed on all relevant matters.
- Coordinate the Directorate's corporate business papers for Council, Executive and other meetings, ensuring the Director is briefed on and informed of all relevant matters.
- Assist with the development of and monitor the Directorate budget to ensure the efficient operation of the Directorate.

Governance and Corporate Reporting

- Accurately prepare and review all correspondence, reports, and other documentation on behalf of the Director, prior to submission to the Director, to ensure the accuracy and quality of all documents.
- Coordinate corporate actions and initiatives for the Director within required deadlines, including coordination and oversight of all Directorate, Council and other relevant reports.
- Ensure that all reports, files etc of the Director are managed in accordance with Council's record keeping procedures, ensuring integrity and confidentiality are always maintained.
- Work as a member of the team to deliver cross organisational governance support.
- Prepare and distribute directorate business performance reporting to senior management and the Executive Leadership Team.

Business Process Improvement

- Establish, upgrade, and implement processes, recommend, and lead improvements where appropriate, to ensure efficient and effective operation of the Director's office and support ongoing continuous improvement of systems and processes.
- Provide cross-directorate support to enable effective and consistent service delivery and facilitate cohesion between Council and the community by ensuring cross Directorate collaboration.



- Provide advice on HR or staff related issues, as required, confidentially to the Director.
- Assist with the development of relevant policies and procedures.

Communication and engagement

- Work across the directorate to ensure all communication is professional, consistent and concise and in accordance with the organisation's brand style guide.
- Ensure Councillors and the executive are regularly informed on the status of the directorates work program, Councillor Requests, or any other outstanding matters, as necessary.
- Actively maintain clear and regular status updates to customer requests and other key stakeholders.
- Coordinate the delivery of regular communications across the directorate and to Councillors on key projects undertaken by the directorate.

Customer Service

- In accordance with Council's Customer Service Charter, be proactive in the delivery of services ensuring that quality customer service is always provided whether the communications are delivered personally, electronically, written or by telephone with the customer.
- Maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities.
- Always promote a positive customer service focus in a professional manner.

Other Duties

- Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council Enterprise Agreement.

About You

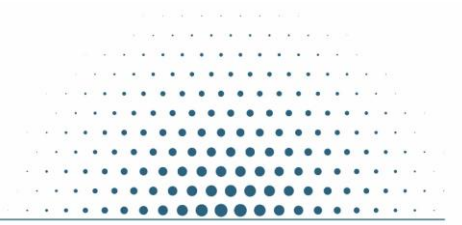
Key Selection Criteria

1. Extensive and demonstrated experience in delivering high quality customer service and professional executive support.
2. Ability to multitask, manage and prioritise competing demands and deliver effective outcomes within tight timelines, while maintaining strict confidentiality on all matters handled within the Director's Office.
3. Exceptional interpersonal skills with a positive, diplomatic approach, politically astute and the ability to establish productive working relationships and liaise with and influence internal and external stakeholders and decision makers, at all levels.
4. Ability to manage workflow priorities, work in a team and meet deadlines in an effective and efficient manner.
5. Demonstrated initiative and the ability to facilitate continuous improvement in processes and procedures and successfully implement change.
6. Strong written and oral communication, public relations and presentation skill and experience.
7. Excellent working knowledge and experience with the full MS Office Suite.
8. Resilient and adaptable, adopting and applying flexible and responsive work arrangements.

Qualifications and Experience

Essential

- Substantial experience in a senior level executive administrative position.
- Excellent administrative, organisational, project and time management skills.
- Relevant qualifications including Certificate 4 or above in Business Management.



- High-level political acumen and understanding of the statutory environment within which local government operates and of the operations of State and Federal governments.
- Highly developed technical and computer skills including MS Office and organisational systems.
- Proven experience and excellence in delivering quality customer service, communication and business improvement.
- Valid and current Victorian driver's licence.

Position Requirements

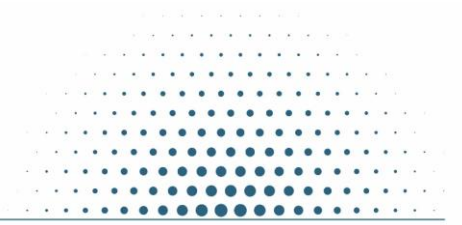
Relationships

Internal Relationships: The incumbent is required to liaise with all levels within the organisation including the Mayor and Councillors, the Chief Executive Officer, Directors, Managers and the Senior Leadership Team, other Executive Assistants, and all Council staff.

External Relationships: The incumbent is required to establish and maintain a professional relationship with the following: Local Government Representatives, unions, employer organisations and professional associations, local media, Council's lawyers and advisors, government departments and agencies, Members of Parliament, community organisations, ratepayers and the public, commercial organisations and business representatives.

Accountability and Extent of Authority

- > Primary responsibility for providing specialist advice to the Directorate on all corporate reporting and governance matters.
- > Undertake work of investigative or analytical nature as required by the Director.
- > Authorised to initiate and approve expenditure up to \$5,000 in accordance with the adopted Budget.
- > Set own work priorities and be accountable for the confidentiality, security and maintenance of assets, including information, within their control.
- > Accountable for quality, accuracy and detail of reports and correspondence.
- > Preparation of communication materials and presentations for a range of stakeholders including other government departments on behalf of the Director.
- > Responsible for the continuous improvement of systems and processes that govern the day-to-day operations of the Office of the Director.
- > Broad authority to act in accordance with instructions and delegation from the Director.
- > Providing efficient, effective, timely and accurate executive and administrative support to the Director including the drafting of general correspondence, reports and customer responses.
- > Liaison with key agencies including state and federal government, relevant Ministers and Members of Parliament, on behalf of the Director.
- > Undertake financial administrative duties on behalf of the Director, as required.



Judgement and Decision Making

- > Demonstrate a high degree of diplomacy and sensitivity in the handling of issues and requests and utilise sound judgement, discretion, and decision-making in line with adopted policies and practices.
- > Identify and take appropriate courses of action in response to the functioning of the Directorate, complexities, which may also involve innovate solutions.
- > Maintain a high degree of confidentiality and organisational values.
- > Excellent communication skills, both oral and written, ensuring accuracy and in line with Council's Corporate guidelines.
- > Excellent understanding of relevant technology, processes and procedures and their application to service improvements and implementing these improvements within the Directorate.

Specialist Knowledge and Skills

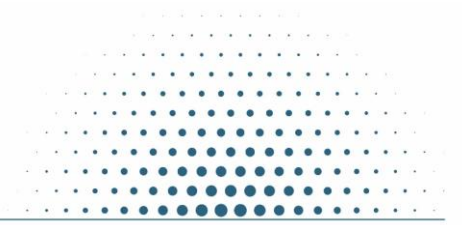
- > An understanding of the long-term goals of the Advocacy and Communities department (in particular around process improvement and customer service) and an awareness of how this fits into the vision and values of Mitchell Shire Council.
- > Required to exercise judgement and make appropriate decisions and evaluate alternatives within prescribed procedures and guidelines.
- > Well defined prioritization skills and the ability to maintain an efficient and effective administrative work priority schedule.

Management Skills

- > Ability to work autonomously managing time, setting priorities and planning and organising own work programs to achieve specific and set objectives in the most efficient way possible.
- > Understand and oversee directorate compliance with human resource policies and practices including equal employment opportunity; occupational health and safety; gender equity and diversity, employee training and development programs and recruitment.
- > Ability to work within a dynamic political environment, with discretion and reliability
- > Support and facilitate change within the Directorate and across the organisation.
- > Support and develop administrative staff within the Directorate, initiating business improvements, setting priorities and establishing excellent and consistent standards in customer service and communication.

Interpersonal Skills

- > Excellent public relations and communication skills with a commitment to the provision of high quality services.
- > Demonstrated ability to gain the co-operation, assistance and trust of internal and external stakeholders.
- > Liaise with internal and external stakeholders to develop and implement solutions to issues and discuss specialist matters.
- > Ability to operate efficiently within a dynamic, politically sensitive environment whilst maintaining strict confidentiality.
- > Promote and lead defined administration activities within the directorate, providing supervision and guidance to administrative staff.



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 8 - 2020
- > Early Education Employees Agreement 2016

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies

Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making



- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Driver Licence

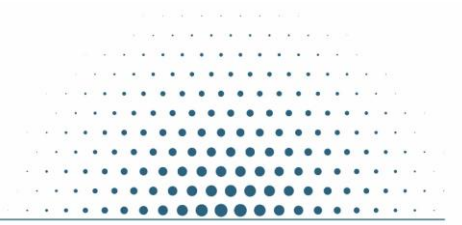
If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver licence is suspended or cancelled you must inform your manager immediately.

Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where



operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

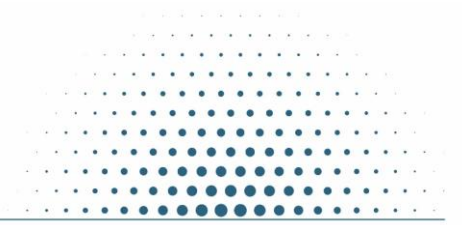
Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.

Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships



will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

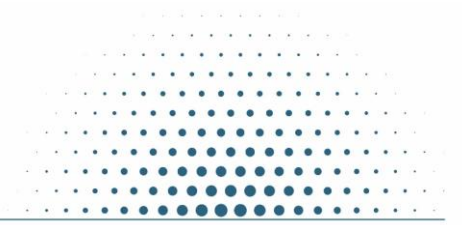
- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.

Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;



Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.