

A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

Executive Support Officer

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| Division | CEO Office | Department | Strategy and Advocacy |
| Reports To | Executive Officer, Office of the Mayor | Direct Reports | No |

Position Purpose

This position will provide high-level administrative, executive 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 Executive Support Officer you will:

- Provide executive and administration support across a range of responsibilities within the Office of the Mayor, including monitoring and processing of incoming and outgoing communication ensuring all correspondence and requests are managed professionally, timeframes are met, and follow-up actions are executed.
- Provide administration and business support within the Office of the Mayor, including email triage, monitoring and processing of incoming and outgoing communication and correspondence, ensuring timeframes are met and follow-up action is complete.
- Act as the primary point of contact for incoming written and verbal enquiries to the Mayor and deliver high quality outcomes for the community, ensuring that residents and ratepayers receive the highest level of customer service and that Council is presented favourably to the community.
- Preparation of correspondence, and other 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/or stakeholder enquiries.
- Provide support in the management of the Mayor's diary as allocated by the Executive Assistants, Office of the Mayor.
- Contribute towards the ongoing review of team practices and procedures with a focus on process improvement within the Office of the Mayor.
- Provide support with managing the budget for the Office of the Mayor, as well as lead administration of the Mayor's Discretionary Fund, preparing purchase orders, managing reconciliation of corporate credit cards and process financial claims for the Mayor as required.
- 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 in order 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, Manager Strategy and Advocacy, 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.

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Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

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 high-level executive and strategic support in a fast-paced multi-disciplinary environment.
- Strong knowledge and understanding of machinery of government, including the interaction between the three levels of government, as well as the Local Government Act 2009.
- An understanding of executive government functions within a government setting, with ability to provide sound advice for all Mayoral correspondence and executive local government requirements.
- Experience in undertaking investigative and research work 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.
- Knowledge of Microsoft Office suite of programs, particularly within Microsoft Outlook, Word and Excel 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 communication (both verbal and written) 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 and organisational skills, with proven ability to work with limited supervision, with proven ability to manage within tight timeframes in an environment of continuous improvement and to modify approaches to suit changing requirements.
- 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.

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.