

# Executive Assistant to the General Manager

Office of the General Manager  
Executive Support

Position Number      GM1050

## About the role

The **Executive Assistant to the General Manager** (Executive Assistant) provides the General Manager with exceptional administrative and business support in a timely and accurate manner, enabling the efficient and effective execution of responsibilities within the Office of the General Manager (OGM) directorate.

The **Executive Assistant** is expected to work closely with the General Manager, but with the ability to work with a high degree of autonomy. When required, the **Executive Assistant** also provides business support expertise and high-level administrative services to the Council's Mayor, Councillors and other members of Council's Executive Leadership Team.

Responsibilities of the **Executive Assistant** will include (but are not limited to):

- Diary and Calendar management
- Coordination of daily activities for the OGM
- Preparation and actioning a variety of written communications
- Technology management *i.e.* VC, copier
- Mayor and Councillor liaison with respect to official obligations, functions, travel and accommodation arrangements.
- Scheduling and setup of stakeholder meetings
- Claims and expense management
- Document control, records management and compliance activities
- Event and function support as required
- Assisting with adhoc projects as required
- Other general administrative duties as needed to support smooth function of the OGM *i.e.* *stationery*

The **Executive Assistant** is the first point of contact on the General Manager's behalf and is expected to lead and role-model excellence in customer service. This will be achieved through efficiency, attention-to-detail, appropriate transparency, integrity and confidentiality so as to build trust and credibility with stakeholders. This includes confidently dealing with multiple stakeholders simultaneously, managing all administrative, liaison and business support aspects in the General Manager's remit.

As **Executive Assistant**, you will act as a brand ambassador, promote and exemplify Council's vision to meet community expectations, deliver organisational objectives and maintain accountabilities in line with Council's strategic plan '*Making a Better Burnie 2044*' .

## Role specific accountabilities

- Provide a full range of high-level administrative services and business support expertise including complex Diary and Calendar management.
- Review incoming correspondence, drawing attention to urgent matters, redirecting, fast tracking and actioning items.

- Draft briefings, background notes and research, agendas and minutes for meetings, coordination and attendance at committees when requested, ensuring follow up action is taken on matters determined.
- Complete internal correspondence, letters, briefing notes, memorandums and reports ensuring accuracy and in accordance with Council's policies, practices, procedures and quality standards.
- Co-ordinate the timely distribution of the Council Agenda and to prepare and type reports for the Council Agenda, Councillor Workshops, correspondence emanating from Council decisions, assist with the preparation of submissions to government ministers and departments, and other correspondence, reports etc, as directed.
- Preparation of Council Chambers for Council and Committee Meetings and assist with the utilisation of available technology.
- Administer the agenda, minutes, and progression of actions for the Executive Management Team.
- Oversee and monitor the successful completion of the OGM Compliance Actions and Document Framework requirements.
- Organise Citizenship Ceremonies as Council's representative, and assist with other events and functions as required.
- Provide backup support in monitoring communications requests such as the media outlets, develop speeches and talking points, and draft media responses under the guidance of the Communications and Engagement Advisor.
- Administration of Council's Bursaries program.
- Liaise with the Mayor and Councillors with respect to official functions and engagements, conference registrations, travel and accommodation arrangements.
- Process Councillor expense claims for payment in a timely and accurate manner.
- Handling sensitive and complex information, ensuring all responsibilities are carried out in a prompt, highly confidential and appropriate manner.
- Develop and maintain efficient and consistent administrative systems and procedures including electronic office filing, document control, records management ensuring corporate compliance.
- Apply continuous improvement practices and participate in training and development that supports best practice and ensures a high standard of service delivery.
- Foster and enhance a constructive and positive working environment.
- Actively participate in organisational change and the establishment of effective systems and processes.
- Any other duties as reasonably directed by the General Manager.

## Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people;
- Delivering positive outcomes for the Burnie community by taking a customer-centric focus in everything you do;
- Contributing to the achievement of Council's overall strategy and operating deliverables;
- Demonstrating constructive behaviours in line with Council's **Behaviours Framework** to build and nurture a strong and positive workplace culture that embraces teamwork and shared values; and
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's **Code of Conduct**.

## To be successful

- Minimum 5-10 years experience working in a similar role. Formal qualifications in a relevant discipline would be advantageous.
- Highly organised, agile to change, deadline orientated, excellent time management and the ability to multi-task.
- Ability to proactively anticipate requirements, show initiative, problem solve and exercise tact, discretion, judgment and diplomacy.
- High level interpersonal skills including the ability to work effectively with others and the ability to maintain a high level of confidentiality and integrity.
- Ability to appropriately manage stakeholders expectations using effective communication, established processes, problem-solving and negotiation.
- Ability to prepare correspondence and communications efficiently with strong editing and proofing skills and with an exceptional attention to detail and accuracy.
- Exceptional verbal and written communication skills, with a positive and practical approach to deliver customer service excellence to all levels across Council, including appropriate management of conflict management.
- Adaptive to technology and business systems with advanced skills and experience in Microsoft product suite (Word, Excel, Powerpoint), Adobe Pro and electronic document management systems.
- A sound working knowledge of local government or Council activities and processes would be advantageous.
- Current drivers licence.

## Who you will work with

This role reports to the **General Manager**. You are expected to work closely with them, key Office of the General Manager stakeholders, and the Executive Management Team (EMT) to assist the organisation in achieving strategic and operational objectives.

You are expected to work collaboratively and inclusively with all internal and external stakeholders, effectively communicate and build trust through mutual respect and accountability.

## Other important information

<b>Location:</b>	City Offices
<b>Employment type:</b>	Full-time (or as negotiated)
<b>Hours:</b>	38 hours per week
<b>Classification:</b>	Grade 4 – Level 1 to 5

**Other employment information can be found here:** <https://www.burnie.tas.gov.au/Council/Jobs>