

POSITION DESCRIPTION

EXECUTIVE ASSISTANT GENERAL MANAGER COMMUNITY – P3002

DIRECTORATE	Executive Assistant General Manager Community	BUSINESS UNIT	Community
REPORT TO	General Manager Community	DIRECT REPORTS	Nil
CONDITIONS	City of Palmerston Enterprise Agreement 2025	LEVEL	4
EMPLOYMENT TYPE	Full-time (38 hours), reasonable additional hours as required	DURATION	Ongoing

THIS POSITION'S COMMITMENT TO THE COMMUNITY

City of Palmerston's vision is to create 'A Place for People', where we focus on our strengths to ensure our city thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity,
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives and focussing on innovation to enable social transformation in our city. The Community Plan highlights the priorities for achieving these outcomes.

OUR CUSTOMER CHARTER

City of Palmerston is committed to our Customer Service Charter, and all employees are expected to uphold this commitment within their role.



POSITION OBJECTIVE

The Executive Assistant to the General Manager Community provides the General Manager and Community directorate with high level administrative and business support in a timely and accurate manner, enabling the efficient and effective execution of responsibilities, delivery of the Community Plan and promotion of Council's corporate image.

The position supports the Community directorate to ensure the efficient and professional delivery of administration duties. This includes managing the day-to-day administration responsibilities to ensure that a high level of service is provided to all customers.

POSITION CONTEXT

City of Palmerston's Capability Framework describes the capabilities and associated behaviours expected of Council employees at every level. These capabilities relate to generic knowledge, skills, abilities, and behaviours required by employees to perform their roles effectively.

The Executive Assistant to the General Manager Community is responsible for providing administration activities within the directorate including records management, customer service, documentation preparation, agenda and minute preparation, and diary management.

This position also provides support to other Executive Assistants and administration roles within the organisation and will be required to support some out of hours activities such as Council Committee meetings.

This position is within a fast-paced and busy environment and reports directly to the GM Community. It requires a person who is experienced, calm, flexible, people and client focused, well organised, and able to work under pressure and after hours as required.

KEY DUTIES AND RESPONSIBILITIES

- Act as the primary contact point for the General Manager, ensuring an effective liaison between their office, the community and the wider organisation.
- Provide accurate and timely administrative support including producing documentation, data integrity and records management.
- Monitor and prioritise written and electronic correspondence, track follow up actions and ensure responses are provided in a timely manner.
- Prepare draft documentation in accordance with standard templates, including but not limited to correspondence, reports, and procurement documentation.
- Monitor actions and coordinate responses and updates arising from Council, Committees and Executive Leadership Team meetings including maintaining relevant registers.
- Foster open and effective communication and workflow between departments, meeting set deadlines to supporting efficient operations.
- Demonstrate quality customer service outcomes that align with Council's Customer Charter, including undertaking customer service activities and the development and monitoring of KPIs in collaboration with the directorate.
- Undertake research and provide assistance to the General Manager and other staff in the development of documentation and reports on complex issues, emerging trends, policies and other issues.

- Ensure reports, correspondence, agendas and minutes, and presentations are prepared accurately and presented in the appropriate style and format.
- Undertake the management of diaries including scheduling appointments and meetings, ensuring meeting rooms and documentation is prepared and distributed as required.
- Undertake record management activities, including note taking, monitoring and recording of the General Manager Community's tasks, correspondence and documentation.
- Ensure data is recorded in the correct systems and is accurate.
- Coordinate duties for supporting administration staff, including delegation and follow-up of tasks.
- Support procurement activities, including purchasing and engagement of contractors in relation to noncomplex tasks.
- Regularly review workplace practices and develop procedures to ensure continuous improvement.
- Book travel arrangements as required.
- Display a high degree of discretion, confidentiality, initiative and adaptability
- Maintain sound working relationships between Council, government departments, stakeholders and community groups.
- Effectively engage with the community, whilst upholding Council's core values and corporate image.
- Provide coverage for any absences of Executive Assistants and Customer Experience roles within the wider organisation including attendance at Council meetings, preparing agenda papers and minutes.

WHAT COUNCIL IS LOOKING FOR

- Demonstrated high level of effective interpersonal, verbal and written communication skills
- Demonstrated administrative experience at the executive level in a similar role.
- Superior organisational skills and ability to multi-task and prioritise conflicting deadlines.
- Comprehensive knowledge of administrative procedures, guidelines, practices, policies and activities applicable to an office and/or local government environment.
- Demonstrated ability to manage and present information with high attention to detail, accuracy and confidentiality.
- Demonstrated high level customer service skills.
- Demonstrated proficient computer skills.
- The ability and proven experience to build strong relationships with internal and external stakeholders.

FURTHER INFORMATION

Prior to City of Palmerston's employment offer being confirmed, successful applicants will be required to provide evidence of eligibility to work in Australia, hold a Class C Drivers Licence, provide copies of relevant qualifications, and undergo a criminal history check. Some roles may require successful applicants to attend a medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.