

# EXECUTIVE ASSISTANT, CORPORATE SERVICES

## POSITION DESCRIPTION

Position Title:	Executive Assistant, Corporate Services
Responsible To:	Chief Operating Officer (COO)
Council Portfolio:	Corporate Services
Classification Level:	Salaried, Level 5

### Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

### Key Relationships / Interactions

Internal	Leaders and employees across the Corporate Services Portfolio Corporate Administration Assistants within the Portfolio Managers and Team Leaders within the Portfolio City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Government departments and non-Government organisations Community and business groups

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## Primary Purpose

As part of the Corporate Services Portfolio the Executive Assistant provides effective management of the COO's email and diary, ensuring the COO is fully briefed for all appointments and commitments and has everything required to fulfil their duties.

Building quality professional relationships across and beyond the organisation based on a commitment to customer service and delivering quality outcomes for our City stakeholders is critical to success in this role.

Effective executive administrative support to the COO includes forecasting of needs and expectations, establishing effective systems to facilitate timely information, adapting quickly to changing needs, and adopting work practices that adhere to Council protocols and procedures.

## Responsibilities

The Executive Assistant, Corporate Services is responsible for;

- Preparing presentations that engage and bring to life Portfolio initiatives for the COO
- Maintaining an awareness of matters coming into or emanating from the COO's office in order to:
  - Provide information and respond to enquiries
  - Prioritise, draft and file correspondence
  - Ensure that response times for reports, projects, enquiries, actions, correspondence and human resource reporting are met
  - Maintain an awareness of issues, activities and initiatives relevant to the COO.
- Provide support to the Managers and Teams within the Corporate Services Portfolio in the absence of the Corporate Administration Assistants.
- Coordinate Program administration staff with regard to corporate initiatives, systems, correspondence and reporting systems.
- Monitoring correspondence processing to ensure that the Portfolio meets KPIs.
- Organising internal and external meetings and presentations.
- Managing the process for Council/Committee reports, Executive and Leadership Group agenda items and Councillor briefings for the Portfolio in a timely and efficient manner.
- Acting as a coordination point for managing timely and high quality responses to correspondence for the Lord Mayor and the Chief Executive Officer on behalf of the Corporate Services Portfolio.
- Providing executive support and assistance to committees and working groups as required. This will involve convening meetings arrangements, the preparation of agendas, minutes and active notes.
- Representing the Portfolio in organisational projects as needed.
- Developing, maintaining and reviewing administrative procedures, processes and support systems including a register of key contacts, activities and initiatives to support and improve the delivery of the COO's objectives.
- Maintaining a timely, comprehensive and accessible filing and record management practice using established systems and processes in accordance with Council's policies and guidelines.

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## Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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## Position Criteria

<b>Qualifications</b>	A Certificate / Diploma in business administration or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	<b>Essential</b>
<b>People Management</b>	Extensive experience in providing administrative support and assistance at an executive level.	<b>Essential</b>
<b>Financial Skills &amp; Acumen</b>	A working knowledge of financial reporting.	<b>Desirable</b>
<b>Technical Knowledge &amp; Experience</b>	A high degree of expertise in the Microsoft Office Suite and a demonstrated ability to quickly learn in-house software programs.	<b>Essential</b>
	Strong understanding of contemporary social media tools and experience in creating engaging presentations.	<b>Highly Desirable</b>
<b>Project Management</b>	Demonstrated ability to plan and organise competing work demands and to operate efficiently under pressure and manage competing priorities to produce timely, high quality responses, maintain attention to detail and meet deadlines.	<b>Essential</b>
<b>Innovation &amp; Initiative</b>	Ability to develop creative solutions and achieve innovative outcomes that enhance the delivery of the Portfolio's goals. Ability to demonstrate a self-learning and self-development philosophy.	<b>Essential</b>
<b>Resource Management &amp; Decision Making</b>	Knowledge of policies and procedures of Council with the ability to review and analyse procedures and systems and to recommend and implement changes where appropriate.	<b>Desirable</b>
<b>Professional Development</b>	A commitment to ongoing professional development and continuous learning.	<b>Essential</b>
<b>Customer Commitment &amp; Integrity</b>	Demonstrated high level skills in dealing confidently and courteously with a diverse range of internal and external stakeholders and customers. Capacity to maintain a high degree of discretion and exercise sound judgment in dealing with sensitive and confidential matters.	<b>Essential</b>
<b>Collaboration &amp; Communication</b>	High level interpersonal and communication skills to create positive working relationships. Ability to compose and present correspondence of a non-specialist nature. Capacity to work independently with minimal direction and collaboratively in a team environment.	<b>Essential</b>
<b>Administrative Skills</b>	Experience in managing an Executive's electronic diary and ensuring the organisation of all documents for appointments. Display a high level of verbal and written communication skills with the ability to foster and maintain strong working relationships with internal and external stakeholders.	<b>Essential</b>
<b>Government Experience</b>	Experience working in a government environment.	<b>Desirable</b>

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## Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

### Our Values



**ACHIEVEMENT**

**COLLABORATION**

**CUSTOMER COMMITMENT**

**INTEGRITY**

**INNOVATION**

#### Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



#### Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



#### Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



#### Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



#### Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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## Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

## Physical Demands

<b>Task</b>	<b>Office Workstation</b>
<b>Work Area</b>	<b>Various</b>
<b>Physical Demand Rating</b>	<b>Very Light Work</b>

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
<b>Sitting</b>		✓		Ergonomic adjustable chair	<b>Critical Range of Motion:</b> Shoulder to 90° flexion. <b>Lift Capacity:</b> Up to 2kg (ream of paper). <b>Push / Pull Force:</b> N/A <b>Environmental Factors:</b> Indoor. Carpet in most offices. Lift access in most buildings. <b>Task Rotation:</b> tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. <b>PPE:</b> Office attire and appropriate footwear.
<b>Standing</b>	✓			Accessing folders, p/copier, talking to others	
<b>Walking</b>	✓			Meeting with others, moving between rooms	
<b>Climbing</b>	✓			Option to take the stairs	
<b>Bending</b>	✓			Reaching down to low shelves, p/copier	
<b>Squatting</b>	✓			Reaching down to low shelves, p/copier	
<b>Gripping</b>		✓		Mouse, stationery, phone	
<b>Forward Reach</b>	✓			Typing, using the mouse, phone usage	
<b>Lift</b>	✓			Light items, folders, paper and documents	
<b>Carry</b>	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

**\*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

## Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**\*\* Electronic Offer\*\*** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.