

## Position Description

POSITION DETAILS	
Date of PD	November 2020
Position Title	Councillor Support Officer
Position Grade	7
Directorate   Business Unit	Chief Executive Office   Executive Support
Reports to	Chief of Staff – Executive Office
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

### POSITION OVERVIEW

Provide executive assistance and support to Councillors including research, preparing correspondence and reports, support services such as diary management and maintenance of administration systems. In providing this support the position exercises a high degree of initiative.

### KEY RESPONSIBILITIES

- Ensure effective operation of Councillors' work environment by:
  - Providing secretarial support including examining and prioritising correspondence, taking follow up action and preparing draft replies where appropriate.
  - Screening visitors and telephone calls and refer/follow up accordingly.
  - Organising Councillors' schedules and meetings.
  - Providing documented responses to constituents on behalf of Councillors.
  - Preparing correspondence and reports.
  - Ensuring Councillors are provided with the necessary stationery and equipment to enable them to fulfil their roles.
  - Processing Councillor expense claims in accordance with relevant Council policies.
  - Exercising discretion, sensitivity and confidentiality in a highly political environment.
- Ensure Councillors are well-informed by maintaining the Councillor portal and distributing electronic communications as required.
- Produce professionally presented documents using high-level computer skills in word processing, desktop publishing, spreadsheets, PowerPoint and database development and maintenance.
- Schedule meetings, conferences, functions, appointments and travel arrangements including preparing supporting material.
- Provide the public and first contact interface for constituent and customer inquiries, meet and greet guests, and provide refreshments, where required.
- Provide assistance and support in the delivery of civic functions and ceremonies, as required, as well as providing advice and support on civic protocols, where sought.

- Assist in the preparation and delivery of Councillor Induction programs and the coordination of ongoing Councillor professional development.
- Ensure administration systems operate in a timely and efficient manner, including complaints management, internal and external customer responses, record keeping and correspondence management.
- Work with the Chief of Staff to review processes to ensure the ongoing efficiency and effectiveness of Councillor support.
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

## Knowledge

### Qualifications (Level)

- Relevant education attainment and any other qualifications relevant to high level secretarial work

### Experience

- Demonstrated extensive senior personal assistant experience in a multi-disciplinary environment.

### Skills

- Organise, research and provide information in response to requests
- Design and develop documents, reports and worksheets
- Negotiate with team members to allocate and complete tasks to achieve team goals
- Ability to exercise initiative in a business environment
- Communicate appropriately with stakeholders and colleagues
- Work effectively in a team environment
- Operate Council Business paper application
- Proficient in using Microsoft Office suite of products
- Build and maintain internal networks

## Acknowledgement:

I, ..... acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature ..... Date: .....

Manager's Signature..... Date: .....