

Position Description

Position Title:	Manager Executive Services
Incumbent:	
Key Result Area:	Organisational improvement
Classification:	Band 7/8
Award name:	Victorian Local Authorities Award 2001 varied by the Towong Shire Council Enterprise Agreement 2014
Hours:	40 hours per week (Council works 38 hours paid and 2 hours accrued for one flexi day every 4 weeks)
Employment term:	Full-time
Employment type:	Permanent
Location:	Tallangatta Office
Reports to:	Chief Executive Officer
Supervises:	Executive Assistant, Communication Officers (2), Community Engagement Officer
Approved by:	Chief Executive Officer
Date approved:	May 2018
Document type:	Position Description
Reference:	Personnel

Position Objectives

- Demonstrate positive and supportive behaviours consistent with Council's values, towards all staff, contractors and Councillors
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role
- Provide exceptional, high level executive support to the Chief Executive Officer, Councillors and Directors to ensure the smooth operation of Council affairs within a politically sensitive environment
- Provide outstanding leadership and management of the Executive Services and Communication and Engagement Team. This includes the effective delivery of the executive services, communications, public relations and community engagement functions of Council

Key Responsibilities and Duties

Executive Support

- Provide high level executive assistance to the Chief Executive Officer (CEO), Councillors and Directors
- Liaise with a wide range of internal staff and external parties on behalf of the CEO
- Prioritise the CEO's correspondence and Customer Action Requests for attention and refer to appropriate area for response where applicable
- Prepare high-level correspondence as well as routine correspondence (such as letters to Government Ministers, ratepayers, etc.)
- Act as a key point of contact for the CEO, following up on pending matters on the CEO's behalf with limited direction
- Research issues and produce papers, reports and presentations on complex issues for the CEO and Directors
- Provide critical analysis of existing systems and processes to identify opportunities for improvement. Implement improvement as agreed with the CEO.
- Oversee the day to day delivery of the Executive Assistant responsibilities
- Manage the performance of the Executive Assistant

Communications and Engagement

- Oversee the implementation of the Communications strategy with the intent of enhancing external communications and improving the perception of Council services and performance
- Oversee the day to day delivery of the Communications Officers' responsibilities
- Oversee the day to day delivery of the Community Engagement Officer's responsibilities
- Manage the performance of the Communications and Community Engagement staff

Governance and Statutory Compliance

- Make every effort to ensure that Council complies with its obligations under the Local Government Act and other relevant legislation (in consultation with Senior Management)
- Manage the process for the preparation of Council meeting and Workshop agendas and minutes. Ensure that agendas, reports and minutes are complete, accurate, meet quality control standards and comply with the Local Government Act 1989
- Co-ordinate the induction process for new Councillors
- Co-ordinate the policy review process
- Develop and review communications, engagement and executive services related policies, e.g. Councillor correspondence Policy, Councillor Resources Policy, and provide advice on such policies

Risk Management

- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level
- Ensure compliance with the Information Privacy Act 2000 and treat all information of a sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner

Occupational Health and Safety

- Ensure Council's Occupational Health and Safety Policy and Procedures are observed and complied with at a personal level
- Ensure that no actions taken by the officer interfere with or place at risk the health and safety of any person at the workplace

Accountability, Extent of Authority and other duties

- Under the guidance of the Chief Executive Officer, authority is extended to decision and policy making within areas managed not requiring a direct Council resolution, within the constraints of the Council Plan, policy and delegations, statutory obligations and budget.
- Fulfill any other duties as directed by the Chief Executive Officer that are reasonably within the limits of the employee's skills, competence and training
- Keep the Chief Executive Officer and Directors briefed and informed on matters of interest or concern

Selection Criteria

Qualification and Experience

- Significant Local Government administrative experience
- Experience in providing high level support to a Senior Executive
- Relevant tertiary qualifications would be highly regarded
- Demonstrated experience in the supervision of staff and delivering organisational objectives
- Current driver's licence is required

Specialist Skills and Knowledge

- Excellent written and verbal communication skills
- Sound knowledge and understanding of the Local Government Act and other relevant legislation and how it should be applied
- Advanced word processing and publishing skills and the ability to prepare and review complex documents. A high level of attention to detail is essential
- Knowledge of the functions and current activities of Council
- Excellent research and corporate report/document preparation skills. Excellent spelling and proper grammar skills are essential

Judgment and Decision Making Skills

- Ability to use a high level of judgment to identify problems and recommend appropriate solutions, using existing policies and procedures, whilst exercising confidentiality and appropriate political astuteness

Management Skills

- Excellent time management skills and an ability to set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Exceptional attention to detail to ensure a professional image of Council is maintained

Interpersonal Skills

- Positive 'can do' attitude whilst exercising tact and diplomacy
- Excellent written and oral communication skills to deliver a high quality service to all stakeholders (both internal and external). Ability to lead a team and maintain effective communication with staff
- Ability to foster quality positive working relationships across and beyond the organisation
- Ability to communicate within all levels of Council, community and external sources as required

Physical Working Conditions

Type of Hazard	Frequency					
	Rarely		Regular		Often	
	1	2	3	4	5	6
Noise eg. chainsaw	✓					
Manual Handling eg. lifting	✓					
Operation of heavy machinery eg. tractor	✓					
Confined spaces eg. sewerage lines	✓					
Hazardous substances eg. herbicide	✓					
Heat and exposure eg. outdoors	✓					
Isolation eg. tip supervision	✓					
Sedentary eg. computer operation						✓
Dusty environment eg. quarry	✓					

Key: Rarely: once monthly for say ½ hour
 Regularly: once weekly for say 1 - 2 hours
 Often: once daily for say at least 3 hours

This position description has been approved by the Chief Executive Officer.

Juliana Phelps
 Chief Executive Officer
 Date: 25 May 2018