

<b>Position Title</b>	Executive Services Officer
<b>Department</b>	Office of the CEO
<b>Unit</b>	Office of the CEO
<b>Team</b>	Office of the CEO
<b>Supervises</b>	NIL
<b>Reports To</b>	Office Manager Executive
<b>Grade</b>	G
<b>Date Prepared</b>	9/04/2025
<b>Date Last Updated</b>	9/04/2025

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed  
to **safety**



We work as  
one **team**



We act with  
**integrity**



We care about  
our **customers**



We **continuously**  
**improve**

## Primary purpose of position

To provide exceptional executive support services to the Office of the CEO to facilitate the delivery of business operations

## Accountabilities

- Undertake the administrative duties required for the smooth operation of the Office of the CEO.
- Prioritise conflicting needs, handle matters expeditiously, proactively and follow-through on projects often with deadline pressures.
- Work closely with the Manager, Office Manager and CEO, or their designated representative to address and resolve correspondence issues effectively and undertake a broad range of executive support functions.
- Coordinate incoming and outgoing inboxes and provide support to ensure correspondence is actioned promptly and appropriately registered in Councils formal records system.
- Work in collaboration with the Executive Business Partners to support Ministerial and Councillor correspondence, requests and actions.
- Work closely with internal stakeholders to support Executive Business Partners in responding to and resolving customer requests
- Monitor and manage Councillor expenses in accordance with the relevant policies.
- Manage procurement activities for the Office of the CEO.
- Monitor operational budgets that relate to the Office of the CEO.
- Support the delivery of corporate and civic events and functions.
- Provide technical and research support including the production of documents, delivery of special projects, strategic issue identification and management, research on topics as requested.
- Draft and prepare a range of reports, agendas, minutes and presentations as requested to support the achievement of business requirements.
- Apply a business improvement mindset to proactively streamline systems, processes and procedures to enhance efficiency, and drive operational excellence within the Office of the CEO.
- Establish an environment where individuals feel encouraged to engage in open communication, emphasising the critical need to create and maintain excellent collaborative relationships across the organisation by building and nurturing strong connections.

- Interact professionally and tactfully with individuals at all levels, both internally and externally by providing a high level of customer service, with a particular focus on continuous improvement and enhancing the customer experience.
- Exercise good judgement, with high levels of discretion in a variety of situations on operational and logistical matters to enable productive and effective community relationships.
- Support and backfill other positions within the Office of the CEO and with other projects and tasks as required.
- Additional duties as required within the limits of the employee's skill, competence and training.

## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – Council Officer

Capability Group	Capability Name	Level
 <b>Personal Character</b>	<b>Lead Self</b>	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	<b>Customer and Community Focus</b>	Adept
	<b>Work Collaboratively</b>	Adept
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Plan and Prioritise</b>	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 <b>People Leadership</b>	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

### CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Personal Character</b>		
Lead Self	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Contributes to a culture of respect and understanding in the organisation</li> <li>• Creates an atmosphere of trust and mutual respect within the team</li> <li>• Builds cooperation and overcomes barriers to sharing across teams/ units</li> <li>• Relates well to people at all levels and develops respectful working relationships across the organisation</li> <li>• Identifies opportunities to work together with other teams/units</li> </ul>

		<ul style="list-style-type: none"> <li>• Acts as a resource for other teams/units on complex or technical matters</li> </ul>
<b>Results</b>		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</li> </ul>

\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

## Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

## Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

## Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

## Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

## Qualifications and Experience

### Essential Qualifications

- Degree qualifications in relevant field or equivalent extensive experience.
- Current Class C Drivers Licence.
- Availability to work outside regular office hours where required.

### Essential Experience

- Exceptional written and verbal communication skills, with the ability to communicate effectively with diverse audiences.
- Demonstrated experience in working closely with others to address and resolve issues effectively.

- Excellent organisational and time management skills, with the ability to prioritise and manage multiple tasks simultaneously, own issues and proactively respond.
- Demonstrated ability to use digital technologies and introduce continuous improvement to enhance own work and the experience of the customer.
- Demonstrated experience in building and nurturing strong connections across the organisation to deliver outstanding customer service.
- A commitment to both self-awareness and self-development.
- Demonstrated commitment to Council's values.

## Desirable Qualifications and or Experience

- Sound technology skills and the ability to learn and adapt to new technology systems and processes.
- Experience in Local Government in a similar capacity or working in a political environment.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>