

Position Title	Executive Manager - Office of the CEO
Department	Office of the CEO
Unit	Office of the CEO
Team	Office of the CEO
Supervises	5
Reports To	CEO
Grade	M4
Date Prepared	29/08/2024
Date Last Updated	22/05/2025

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

The Executive Manager - Office of the CEO, provides strategic and operational leadership, supporting the CEO, Mayor, and Councillors on key initiatives and daily matters. The role will ensure the units activities are aligned with the CEO's vision to strengthen community connections and enhance Council's presence.

Accountabilities


- Lead a team of individuals to ensure the highest quality of support to internal and external stakeholders including CEO, Mayor and Councillors.
- Managing systems and processes by providing leadership, high-quality advice, coordinating Executive and Corporate Services, and monitoring workflow to achieve outcomes.
- Lead team outcomes and contribute to a performance-driven culture through involvement in business planning and continuous improvement activities.
- Prepare, manage, and review high-level communications and complex correspondence, including briefings, reports, and submissions, ensuring accuracy, comprehensiveness, and timely sign-offs.
- Act as the Executive point of contact, liaise with the Mayor and Councillors and action requests to coordinate communication and proactively ensure responses meet deadlines.
- Undertake confidential and sensitive tasks on behalf of the CEO to provide efficient executive support that contributes to business objectives.
- Implement, monitor and report on strategic, operational and project plans to inform decision making and support achievement of organisational objectives.
- Research and prepare strategic advice, information, and reports on complex policy, planning, and operational matters to support informed decision-making and planning.
- Provide high-level advice and manage emerging issues to ensure effective resolution and minimal organisational risk.
- Research and prepare strategic advice, information and reports on diverse and complex policy, planning and operational matters to facilitate informed decision making and planning.
- Provide high level advice and issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the organisation.

- Anticipate and address contentious issues by providing accurate advice on complex matters and legislation under tight deadlines. This involves gathering and integrating information from various sources while maintaining confidentiality and exercising diplomacy.
- Build, develop and maintain strong and co-operative working relationships to enable effective communication with internal and external stakeholders at all levels.
- Provide strategic leadership and executive oversight to ensure Communications, Events and Engagement initiatives align with the CEO's vision and organisational priorities.
- Support and lead the Communications team to embed strategic direction and provide guidance for communications content and messaging.
- Ensure the delivery of events at Council to enhance community engagement and uphold organisational reputation.
- Provide high-level strategic leadership and direction for the Events and Engagement function, ensuring alignment with the CEO's vision, enhancing community connection, and strengthening Council's presence through consistent, high-quality event delivery and stakeholder engagement.
- Other duties as required.

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 – Executive Manager

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

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
Personal Character		
Lead Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Relationships		
Customer and Community Focus	Highly Advanced	<ul style="list-style-type: none"> • Creates an organisational culture which embraces high quality customer service • Ensures that management systems, processes and practices drive service delivery outcomes • Ensures that community and customer needs are central to strategic planning processes • Establishes systems to set and monitor service delivery standards in line with customer and community expectations • Ensures council services contribute to social, environmental and economic sustainability in the community/region
Results		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> • Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions • Develops/champions innovative solutions with long standing, organisation-wide impact

		<ul style="list-style-type: none"> • Explores creative alternatives to improve management systems, processes and practices • Contributes own knowledge and experience to staff training and development sessions
People Leadership		
Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> • Translates organisational vision and strategy into operational goals to help staff understand their own contribution • Builds a shared sense of purpose through involving people in defining priorities and cascading goals • Regularly communicates progress against business unit and organisational goals • Creates opportunities for recognising and celebrating high performance at the individual and team level

* 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.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in communications, media, marketing or similar/relevant industry.

Essential Experience

- Proven track record in engaging, motivating, and leading teams to achieve organisational goals.
- Exceptional written, verbal and analytical communication skills.
- Proficient in managing and resolving complex issues through collaborative engagement with stakeholders across the organisation.
- Ability to conduct thorough research and analysis, delivering innovative and actionable advice and solutions promptly.
- Demonstrated capacity to produce high-quality work within established deadlines with minimal supervision.
- Proven experience in managing multiple projects concurrently, ensuring successful outcomes.
- Significant experience working within and managing opportunities in a politically sensitive environment.
- Experience in leading strategic communication, event delivery and engagement initiatives.

Desirable Qualifications and or Experience

- Post Graduate qualifications in Management.
- Understanding of how local government operates within the Local Government Act.

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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>