

<b>Position Title</b>	Office Manager - Executive
<b>Department</b>	Office of the CEO
<b>Unit</b>	Office of the CEO
<b>Team</b>	Executive Support
<b>Supervises</b>	6
<b>Reports To</b>	Manager Office of the CEO
<b>Grade</b>	Grade I
<b>Date Prepared</b>	30/12/2024
<b>Date Last Updated</b>	17/06/2025

## 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 Office Manager - Executive plays a pivotal role in managing the CEO's activities and ensuring that their time is used effectively and efficiently. This role is responsible for triaging and prioritising enquiries, liaising with both internal and external stakeholders, and leading the coordination of key tasks. This position will lead the team within the Office of the CEO, and ensure the timely completion of assignments across all levels of the organisation.

## Accountabilities






- Lead the team within the Executive Office to ensure the highest quality of support to the CEO, Mayor and Councillors.
- Act as the key contact point for the Executive Office, managing information flow and ensuring effective sharing of information between the Executive Office and key stakeholders, while promoting strong cross-divisional relationships to support organisational and leadership effectiveness.
- Support the Executive Office especially CEO to facilitate effective decision making by bringing together stakeholders to help drive decisions.
- Support the CEO to prepare for both internal and external engagements through appropriate briefings, data analysis, research, and insights, and supports the development and finalisation of agendas, executive papers, presentation packs.
- Undertake confidential and sensitive tasks on behalf of the CEO to provide efficient executive support that contributes to business objectives.
- Lead and/or contribute to projects to support the achievement of organisation level strategic and operational objectives.
- Maintain a capacity to work across a wide range of subjects and providing high level and quality analysis and advice often at short notice and under pressure.
- Develop and oversee the implementation and evaluation of administrative practices, systems, and procedures to optimise efficiency and support the achievement of quality outcomes.
- Work in collaboration with Council directorates to improve workflows, document management, and communication strategies.
- Evaluate and analyse service improvement ideas and customer feedback, driving more efficient and effective service delivery for the CEO's office and the community.□

- Lead team outcomes and contribute to a performance-driven culture through involvement in business planning and continuous improvement activities.
- Demonstrate an awareness of political sensitivity and the handling of confidential information with discretion.
- 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 – People Leader Profile 1

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

## 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	Advanced	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</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>Results</b>		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Draws on numerous sources of information, including past experience, when facing new problems</li> <li>• Demonstrates an understanding of how individual issues relate to larger systems</li> <li>• Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports</li> <li>• Uses rigorous logic and a variety of problem solving methods to develop workable solutions</li> </ul>

		<ul style="list-style-type: none"> <li>• Anticipates, identifies and addresses risks and issues with practical solutions</li> <li>• Leads cross team/unit efforts to resolve common issues or barriers to effectiveness</li> </ul>
<b>People Leadership</b>		
Manage and Develop People	Advanced	<ul style="list-style-type: none"> <li>• Knows the individual strengths, weaknesses, goals and concerns of members of the team</li> <li>• Fosters high performance through effective conversations and feedback and by providing stretch opportunities</li> <li>• Identifies and develops talent across the organisation</li> <li>• Coaches and mentors staff to foster professional development and continuous learning</li> <li>• Implements performance development frameworks to align capability with the organisation's current and future priorities</li> <li>• Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way</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

- Tertiary qualifications in a relevant industry or equivalent experience.

## Essential Experience

- Proven experience as an Executive Assistant or similar role, supporting C-suite executives, preferably in a fast-paced or corporate environment.
- Strong organisational and time-management skills, with the ability to manage multiple priorities and tight deadlines.
- Excellent communication skills, both written and verbal, with the ability to interact professionally with stakeholders at all levels.
- High level of discretion and the ability to handle confidential information.
- Ability to build and maintain relationships with internal and external stakeholders.
- Strong problem-solving skills and a proactive approach to managing tasks and inquiries.
- Experience with event planning and coordination.
- Proficiency in office software, including Microsoft Office Suite and any executive scheduling tools.
- Strong attention to detail and ability to ensure tasks are closed out efficiently.

## Desirable Qualifications and or Experience

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