

Job title: Executive Business Officer	
Classification: Band 5	Effective Date: 1 July 2022
Reports to: Team Leader Strategic Executive Business	Tenure: Permanent

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

Provide quality administrative and project support to the Executive Leadership Team (ELT) and Mayor and Councillors and support delivery of Executive Business functions.

Key Responsibilities

Position Specific Responsibilities

1. Executive Support and Administration

- Provide direct support for the ELT, Mayors and Councillors including making appointments, co-ordinating meetings, receiving initial enquiries, organising purchases, arranging conference attendances and other executive support activities.
- Provide customer service support for the ELT, including provision of information to the public, appropriate referral to other agencies, administration for various databases.
- Drive Continuous Improvement as one of our Continuous Improvement Champion (training provided).
- Research and write draft reports upon request.
- Review systems and processes to ensure flexible and responsive service delivery that meets and exceeds expectations.
- Assist the ELT in the implementation of administrative and management processes. This includes ensuring InfoCouncil is updated with all required reports and the ELT is aware of what reports are coming up for their approval and the Managers are completing reports within timelines.
- Ensure the ELT is made aware of any matter requiring attention.
- Co-ordinate and implement projects under the guidance of the Team Leader Strategic Executive Business and ELT.
- Draft correspondence and reports as required.
- Prepare high quality communications for the Directorate including mail, e-mail, newsletters, pamphlets, web content, banner articles and other promotional material. This includes proactively supporting ELT to keep the Intranet updated as an Intranet Website Content Champion.
- Assist in the delivery, operation and administration of training programs for the CEO, Director or Executive Manager.
- Other administrative support duties as required including provision of customer service support, answering general telephone and counter enquiries, and support to all staff.

- Ensure that procurement procedures are complied with for all purchases.

2. Customer Service -Complaints and Enquiries

- Conduct investigations, conciliate complaints and provide response to complainants.
- Process all customer requests of the Director or Executive Manager and allocate to the appropriate officer to respond as well as following up to ensure that the matter has been addressed.
- Maintain appropriate complaints and enquiries register for issues and complaints raised with the Director or Executive Manager.
- Consult with and provide advice to internal officers on matters pertaining to customer liaison (CLO) matters and cross functional enquires.

3. Continuous Improvement & Project Support

- Conduct research and co-ordinate special projects within the Directorate as requested by a member of ELT.
- Consult with stakeholders and maintain relationships to ensure they are kept up-to-date with project progress and significant changes in procedure.
- Establish and manage communication strategies to manage expectations with stakeholders.
- Organisation and management of Civic events and functions, delegations, visits and community meetings. The incumbent may be required to attend functions in a support role to the CEO, Mayor and Councillors including after-hours events/meetings.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil

Staff responsibility: Nil

Decision Making:

- Provide general and specific advice in response to enquiries by the public, staff and Councillors in respect to matters that are covered by statute, Council policy/practices, local laws or that are otherwise of a general nature.
- Co-ordinate and implement projects under guidance of the Team Leader Strategic Executive Business.
- Prepare and sign correspondence relating to services provided by the Executive Leadership Team (ELT).
- Authorise requests for invoices and payments in accordance with finance and budget guidelines.
- Ensure that procedures undertaken comply with relevant legislation.
- Determine appropriate action for customer enquiries, including written and verbal.
- Manage own time, priorities and planning to achieve specific and set objectives and support the Director or Executive Manager with prioritisation and work scheduling to achieve their workload.

Key Relationships

- Position Reports to the Team Leader Strategic Executive Business and works with the other Executive Business Officers in a team.
- As part of the Governance & Integrity Department, it is essential that the department works together living our values and behaviours.
- Primary customers are the Executive Leadership Team, Mayor and Councillors.
- Liaison and collaboration with all Council staff.
- External Liaisons: Ratepayers, Solicitors, other Municipalities, Governments and Private Organisations.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Demonstrated experience in office administration.
- Excellent knowledge and application of English grammar, spelling, punctuation and expression and the ability to prepare correspondence in an appropriate manner.
- Satisfactory National Criminal History Check.

- May be required to attend out of hours meetings.

Technology

- High level of digital and technology literacy and experience (experience with InfoCouncil and Microsoft Office desirable).
- Must have the ability to adapt quickly to and embrace new technology.

Interpersonal

- Good oral and written communication skills and excellent telephone manner.
- Be able to resolve job specific problems and gain cooperation and assistance from staff, members of the public and customers in the administration of well-defined activities.
- Ability to work collaboratively, and excel in a team environment
- Openness to change and ability to adapt to changes and support new initiatives within the organisation

Leadership

- Supporting the performance of other Executive Business Officers.

Key Selection Criteria

- Demonstrated high level customer service skills and commitment to providing quality service.
- Ability to communicate (written and verbal) effectively at all levels of the organisation and with customers.
- Ability to work cooperatively in a team environment and with minimal supervision to support the achievement of organizational goals and objectives.
- Demonstrated ability to prepare high quality, reports and presentations.
- Demonstrated ability to provide accurate and confidential advice and support to the Executive Leadership Team (ELT).
- Demonstrated track record in managing multiple tasks concurrently, meeting deadlines and motivating others to strive for enhanced performance.
- High level of digital and technology literacy and ability to learn new systems.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Accessing Cupboards	Occasional	
Hand/Arm Movement Tasks involve use of hand/arms	Regular intervals throughout the day, short distances	Regular short distances < 50m, Trolley used when appropriate to aid in manual handling	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Collecting, returning hard copy files	Short distances, stable load < 5kg	
Standing Tasks involve standing in an upright position	Movement of objects, documents and other equipment at workstation	Occasional	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Data Entry, emails, Phone interaction, reports, correspondence etc	Intervals over 7.60 hour shift	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Read, review and send documents. Hard copy and electronic	Regular intervals throughout the day	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Accessing Cupboards	Occasional	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Regular intervals throughout the day, short distances	Regular short distances < 50m, Trolley used when appropriate to aid in manual handling	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Collecting, returning hard copy files	Short distances, stable load < 5kg	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Movement of objects, documents and other equipment at workstation	Occasional	