



Paroo Shire Council

Date of last amendment : 15/12/2021

## Personal Assistant to the CEO

- Provide exceptional executive and administrative support to the Chief Executive Officer
- Provide administrative support to Council

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### Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Work Health and Safety	Model safe WHS behaviour in the workplace. Comply with Council's WHS Policies and Procedures	12 months
2	Executive Support	Acts as an assistant to the CEO by undertaking administrative tasks and coordinating daily schedule. Assists in the preparation of reports and other documents	6 months
3	Administrative Support	Provides effective administrative support for Council Meetings Completes administrative tasks in the assigned time frame and to the required standard	6 months
4	Communication and Customer Service	Provides a high level of communication and customer service to the community and all workers at Council	6 months

### Other roles and responsibilities

## **Work Health and Safety**

- Commitment to Workplace Health and Safety, Council's Code of Conduct and demonstrating appropriate behaviour for a public sector employee
- Be willing to call out inappropriate behaviour when they see it.
- Be a part of Council's Continual Improvement process

## **Executive Support**

- Anticipates and prepares materials needed by the CEO for conferences, correspondence, appointments, meetings, telephone calls, etc
- Composes and types correspondence and/or reports from dictation, verbal direction, or from knowledge of company policy or procedures, files correspondence and other records
- Handles administrative details, usually of a confidential nature, on behalf of CEO, uses considerable judgment and initiative to determine the approach or action to take in non-routine situations
- Schedules appointments for executive, arranges travel schedule and reservations
- Greets visitors, ascertains nature of business, and escorts visitors to appropriate person
- Analyses complex information requests, prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources
- Creates, edits & formats Word, Excel & PowerPoint documents at an advanced level
- Follow up on official correspondence and action plans from meetings
- Coordinate and organise a range of meetings, activities and events involving the community and representatives from other Councils

## **Administrative Support**

- Collate reports from all areas of Council and uses them to produce the agenda for regular and special meetings of Council.
- Distributes agendas to all relevant parties within the agreed timeframe
- Provides support to participants during Council meetings and take appropriate notes
- Produces minutes and action lists, based on the decisions made by Council and distributes these to the appropriate parties
- Great attention to detail
- Works well under pressure and can adhere to deadlines
- Assist the the processing of FOI and ROI requests

## **Communication and Customer Service**

- Provides excellent and timely communication to the CEO, ELT and all other stakeholders regarding the daily activities of the CEO
- Provides clear and accurate responses to queries, within their level of delegation
- Must be able to maintain high level of confidentiality in all dealings

## Reporting Arrangements and Delegations

- This role is part of the Office of the CEO and reports to them directly. It has no direct reports

## General Conditions of Employment

- This is a flexible role that can be adjusted to meet the circumstances of the incumbent. It can be part or full time, with ordinary hours of work to be negotiated
- This role is Stream A and covered by:
- Queensland Local Government Industry (Stream A) Award – State 2017 or its successor award
- Paroo Shire Council – Non-Operational Staff Certified Agreement 2018 or it's successor agreement
- This position will be required to work from the Paroo Civic and Community Enterprise Centre, Stockyard Street, Cunnamulla. Travel within and outside the Paroo Shire may be required and it may be required to work outside of standard business hours.
- In compliance with legislation and Paroo Shire Council Policy you will be required to provide a current National Police Check Certificate and have a Pre-Employment Health Assessment if you are successful in your application.
- You may be required to perform any other duties as directed up to and including the level of your skills and experience

### Previous experience

## Work Health and Safety

- Commitment and uphold Council Code of Conduct, Workplace Health and Safety and Anti-Discrimination policies.
- Willing to call out inappropriate behaviour when you see it

## Executive and Administrative Support

- Previous experience in providing executive support or a high level of administrative support, such as an office manager
- High level of digital literacy including the use of Microsoft 365 and online communication tools and using a range of tools to undertake research.
- Proven track record of being self motivated and reliable
- A strong understanding of Queensland Local Government Legislation and Governance

## Communication and Customer Service

- Provides a high level of communication to all stakeholders, both within Council and in the wider community

- Provides a pathway for communications to and from the CEO to the rest of Council, Community and other stakeholders
- Consistently provides clear and timely responses to enquiries
- High level of skill in writing and proof reading
- Provides excellent support to the CEO

## **Education**

### **Essential**

- Certificate 4 in Business or similar qualification or
- Extensive experience in a similar role

### Desirable

- Higher level qualifications in Business or related fields