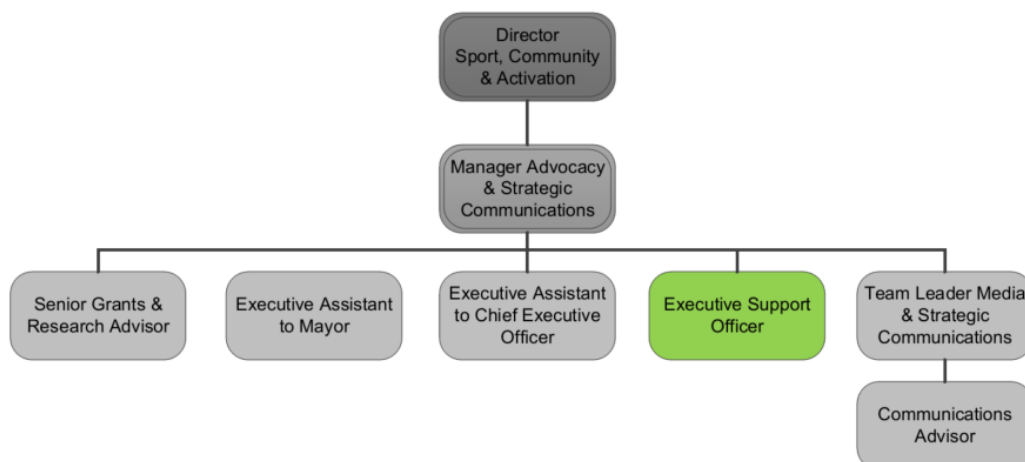


POSITION DESCRIPTION

Position Title	Executive Support Officer
Position Number	11153
Directorate/Division	Sport, Community & Activation
Branch	Advocacy & Strategic Communications
Grade	10
Band and Level	Band 2 / Level 2
Special Requirements	Valid NSW Driver licence Ability to work flexible hours Employment screening including qualification check, criminal record check and employment verification
Physical and Environmental Demands	There is a requirement for physical, sensory, psychosocial and environmental demands. Refer to the TIA for further information.
Reports To	Manager Advocacy & Strategic Communications
Direct Reports	Nil
Authorities	As detailed within the Delegation Register as delegated by the General Manager
Key Direction/s	Leading A successful advocate for our people and places.

Reporting Structure



Position Purpose	
The Executive Support Officer provides a range of executive, secretarial and administrative support services across a range of complex issues, within a fast paced environment to support the executive services team to achieve the organisational objectives.	
Key Result Areas	
Customer Service	Create a customer centric service environment and reward service excellence.
Planning & Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances.
Deliver Results	Achieve results through efficient use of resources and a commitment to quality outcomes.
Display Resilience & Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change.
Manage Self	Show drive and motivation, a measured approach, and a commitment to learning.
Value Diversity	Show respect for diverse backgrounds, experiences, and perspectives.
Key Duties & Responsibilities	
1. Assist with secretariate support to the executive services team and other administration support roles as needed, monitoring incoming correspondence, analysing, and assessing requests to prioritise and initiate action, exercising discretion and maintaining confidentiality to facilitate the optimal use of time and resources. 2. Coordinate with various key stakeholders to streamline workflows and key milestones, managing meeting schedules, and ensuring timely execution of matters within agreed timeframes. 3. Assist in the development and implementation of operational enhancements to improve overall efficiency, including reviewing and maintaining currency of information with internal procedures, and system processing. 4. Assist in the coordination of key activities, meetings, and civic events, ensuring alignment with agreed key priorities, and timeframes, information is clearly communicated and available to key stakeholders, preparing and collating documentation associated with the activities as required. 5. Maintain an accurate and complete record of work activities in accordance with legislative requirements and localised records, information security and privacy policies and requirements. Monitoring and reporting progress of matters as required against objectives, with timely escalation of risks and issues. 6. Maintain a high level of awareness of matters coming in and out of the Mayor and Executive Office to effectively respond to enquiries and exercise judgement on the manner of response. 7. Demonstrate a strong customer focus which is accurate, responsive, timely and courteous. 8. Continuously display Council's corporate core values of Leadership, Innovation, Partnership, Commitment, Customer Focus and Safety.	
WHS Responsibility	
Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.	
Risk Management Responsibilities	
1. To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace. 2. Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable. 3. Must be aware of operational and business risks. Particularly:	

- o understand and adhere to the principles of Risk Management within their job role; - o assist Managers and Team Leaders in identifying risks and risk treatments in their job role; - o provide input into various risk management activities; - o report all emerging risks, issues and incidents to their manager or appropriate officer; and - o follow Council policies and procedures.	
Records and Information Management Responsibilities	
All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance. Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures, and business rules.	
Essential Criteria	
1. Hold a relevant certificate with appropriate in-house training and/or experience supporting management. 2. Demonstrated experience with Microsoft Office Suite managing schedules, developing correspondence, reports, excel spreadsheets and presentations. 3. Demonstrated ability to use own initiative to problem-solve, work independently or as part of a team, and manage own working routine to ensure outcomes are achieved within the agreed timeframes. 4. Excellent relationship skills with the ability to work within a highly sensitive environment with a wide range of stakeholders, with high level of communication and interpersonal skills, both written and verbal, and an acute awareness of confidentiality. 5. Demonstrated ability to analyse and research information with high attention to detail and the ability to draft responses. 6. Demonstrated ability to navigate administrative functions within a busy office environment, including but not limited to, collating information, developing draft responses, answering enquiries, maintaining office equipment/stationery, record keeping and diary management. 7. Demonstrated ability to work in a fast-paced environment, with a commitment to quality outcomes.	
Desirable Criteria	
1. Knowledge and understanding of local government with an understanding of a political environment and its impact on the work area.	
Prepared By	Director Sport, Community & Activation
Date Prepared	June 2026
I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position. I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.	
Employee Name:	
Employee Signature:	
Date:	