



HINCHINBROOK
SHIRE COUNCIL

POSITION DESCRIPTION

Executive Assistant

At Council our position description reflects our core values which guide the work we do, ensuring a positive and productive environment while delivering high-quality services to our community. Each role is integral to upholding these values and contributing to the Council's mission and vision.

Position Title	<i>Executive Assistant</i>	Industrial Instrument	<i>Queensland Local Government Industry (Stream A) Award – State 2017</i>
Position Number	1023	Classification Level	4
Department	<i>Corporate, Community and Development Services</i>	Status	<i>Ongoing Full Time</i>
Directorate	<i>Corporate, Community and Development Services</i>	Location	<i>25 Lannercost Street, Ingham</i>
Reports To	<i>Director of Corporate, Community and Development Services</i>	Direct Reports	<i>Nil</i>
Document last reviewed	<i>16 June 2025</i>	Job Dictionary	<i>TBC</i>
Aim of Position	The Executive Assistant provides high-level administrative, secretarial and organisational support to the Director of Corporate, Community and Development Services. This role is key to ensuring the smooth, timely and efficient operation of the Director's office through effective coordination, communication, and prioritisation of daily activities and strategic tasks that support the organisational responsibilities of the Directorate.		

Our Values

Our workforce aligns with the values of:



Opportunity

Embracing change, growth, and new possibilities.



Respect

Our people - Our heritage -
Our environment.



Strength

Together with integrity and purpose.



Accountability

Our actions – Our impact –
Our commitment.

Key Responsibilities

The key duties and responsibilities of this position include (but are not limited to):

- Provide confidential and high-quality administrative, reporting and financial/procurement support to the Director and the Director's direct reporting team where required;
- Manage communications and provide high quality customer service, maintaining effective relationships with elected members, clients, customers, staff and stakeholders;
- Coordinate for the Directorate reporting for Briefings, Council meetings, Operational Plan, etc. ensuring completion in a timely manner to achieve designated timeframes;
- Coordinate and undertake research providing background information for response by the Director;
- Develop and maintain strong and effective working relationships with key internal and external stakeholders ;
- Develop business rules and procedures relative to the work area;
- Provide on-the-job training to other administrative roles where they exist within the respective departments and Directorate to broaden a peer understanding, skill set and internal support base;
- Promote continuous improvement initiatives of the organisation through participation in corporate planning initiatives, projects and working groups;
- Ensure all corporate information is captured within Council's business systems adhering to recordkeeping policies and procedures;
- Manage the Director's appointments, records and correspondence, travel arrangements, schedules, and meetings to facilitate effective management of the Director's operational area and functions;
- Identify key objectives for work tasks and plan daily activities to ensure effective use of resources and maximise the provision of support services;
- Prepare, coordinate and review high-level communication and written information in the form of briefs, emails and correspondence, to respond to issues and enquiries;
- Assist in the planning, support and delivery of Directorate projects and initiatives;
- Coordinate, prepare and support directorate events, meetings, agenda and materials;
- Work collaboratively with staff to deliver objectives in a timely and efficient manner; and
- Monitor, implement and evaluate administrative practices, systems and procedures within the Directorate to optimise efficiency and support the delivery of quality outcomes.

Other responsibilities

In addition to their primary responsibilities and outcomes, all employees are expected to fulfill secondary responsibilities and accountabilities as needed. This may involve supporting colleagues within their functional area or assisting other business units of the Council, as directed, within their skills and capabilities.

These secondary responsibilities may arise at short notice due to unforeseen operational requirements. However, where planned support is needed, reasonable notice will be provided whenever possible.

Qualifications, Skills and Experience

Mandatory

- Proven strong organisational and time management skills, with the ability to effectively manage multiple priorities and meet deadlines in a dynamic environment.
- Demonstrated high-level written and verbal communication skills, with the ability to liaise, negotiate and consult confidently across all levels of the organisation. This includes preparing a range of reports and documentation to support program objectives;
- Ability to demonstrate sound decision-making, independent judgement, and the capacity to work autonomously while effectively prioritising tasks;
- Experience in managing correspondence, preparing agendas and minutes, coordinating diaries, reconciling accounts, and maintaining accurate filing systems;
- Demonstrated initiative and problem-solving ability in managing complex tasks, including coordinating timely and appropriate responses across multiple organisational levels;
- Proven ability to collaborate effectively within a team environment, particularly in high-pressure or fast-paced settings;
- Certificate IV in Business Administration or other relevant disciplines is highly regarded; and

- Current Queensland 'C' Class Drivers Licence (minimum P1).

Workplace Health and Safety (WHS)

Responsible for working safely at all times to protect own WHS and that of any other person in the workplace. This will include:

- Strict adherence to Personal Protective Equipment (PPE) requirements as per the WHS Induction and/or Council requirements;
- Abiding by Council WHS Policies, Procedures and training at all times;
- Complying with instructions given for WHS;
- Reporting any personal injury, third party or vehicle incidents or damage to your Supervisor immediately;
- Never operating machinery, equipment or vehicles under the influence of alcohol and/or drugs;
- Not wilfully or recklessly interfering with or misusing anything provided for WHS;
- Not wilfully or recklessly placing at risk the WHS of himself/herself or others; and
- Reporting any WHS concerns and hazards to your direct Team Leader or Manager and/or the WHS Coordinator immediately.

Disaster Management

- Undertake training as required to provide a proficient and effective service in Council's Local Disaster Coordination Centre: and
- Be available to provide an important role in disaster management response and recovery during and following activation of Council's Local Disaster Management Group in times of natural disasters.

Customer Service

- Response times are to be within the response standards identified in the Customer Service Charter;
- Treat both internal and external customers with courtesy and respect;
- Work according to agreed customer service standards within Council; and
- Contribute towards setting and maintaining customer service standards within your team.

Acceptance of Position Description

I hereby agree to abide by Council values, policies and the *Local Government Act 2009* and that this position description clearly outlines the overall responsibilities, physical requirements and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level and may be updated as required to reflect business needs.

Employee Name		Signature		Date	
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