



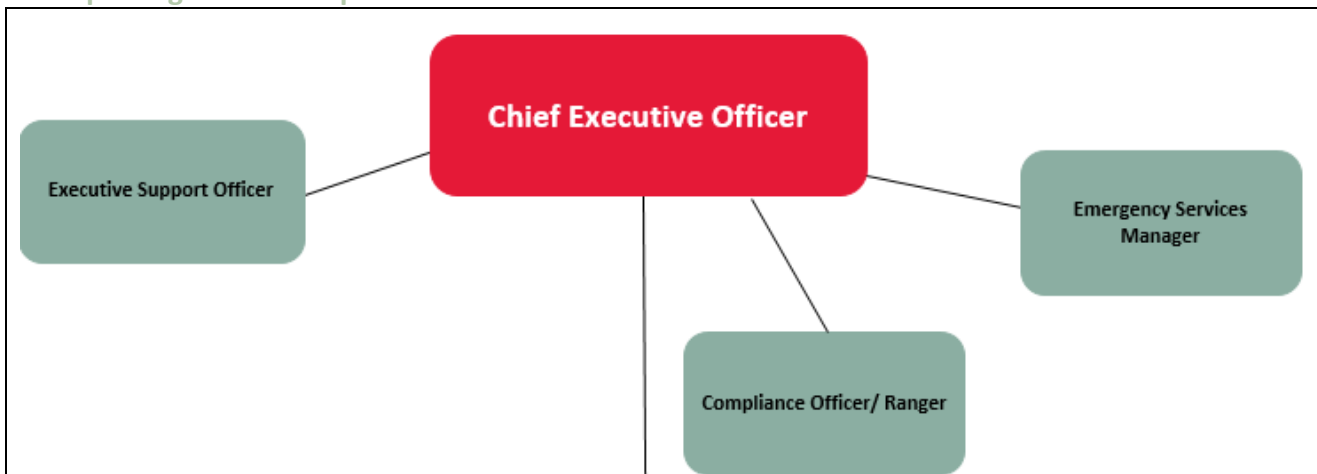
SHIRE OF MOORA

Position Description

1. Position Identification

Title: Executive Support Officer	
Department: Corporate Services	Location: Within Shire – Administration building
Level: 5-6 of the <i>Local Government Industry Award 2020</i> , dependent upon skills and experience.	

2. Reporting Relationship



3. Context

Every employee at the Shire of Moora is an ambassador of our organisation. We value our team, as each member contributes to the organisations vision and mission.

Our vision:

Shire of Moora – a vibrant, affordable Regional Centre with a growing, caring community.

Our mission:

To provide the leadership, services and infrastructure that meets the needs of the community and surrounds.

Our values:

The key values that the Shire will uphold in all its activities are:

- **Leadership** – by example and through a passion for what we do
- **Accountability** – for our actions, guided by principles of honesty and integrity
- **Respect** – for others, through understanding, tolerance, and inclusiveness
- **Professionalism** – by thinking strategically and working with a local and regional perspective
- **Consultative** – regularly engaging, consulting, and communicating with our community

Our Customer Service Charter:

Our services will help people to navigate their way.

The Shire will interact with its clients by being:

- Professional in all our dealings.
- Patient, friendly and helpful.
- Responsive and timely.
- Accurate.
- Fair in our processes.
- Integrated, streamlined, and connected.

4. Position Objective / Key Responsibilities

The Shire of Moora Executive Support Officer is a positive and proactive team-player, who provides high-quality support to both internal and external stakeholders. The successful candidate must be highly organized, courteous, and professional.

Duties include:

- To provide a complete secretarial and administrative service and support to the Chief Executive Officer (CEO) and Executive Team under the guidance of the CEO.
- To support the CEO in delivering governance functions and processes to the organisation that are compliant with legislation.
- Provide administrative support to the Shire President and other elected members of Council under the guidance of the CEO.
- Maintain statutory registers and policies/procedure manuals.
- To assist the CEO to provide a friendly, responsive and customer focused service to both internal and external customers.
- To provide clerical and secretarial assistance as required for the Administration team.
- To ensure a professional work environment and to strive to continuously improve teamwork, processes and effectiveness in the work area and across the organisation.

General Administration:

- Manage day to day program of the CEO (diary management), including organisation of appointments, meetings and assist daily work schedules for the CEO (and Executive staff within the organisation as requested).
- Coordination and initiation of timely and appropriate action in response to telephone,

counter enquiries and internal memos and Council directives to the CEO.

- Coordination of schedules, meeting room bookings and catering for various meetings including, Council, Committees, Executive Officer meetings and any other meetings as may be required from time to time.
- Organisation of travel/conference arrangements for the CEO, and other staff as required.
- Provide assistance when required to ensure the smooth running of Council's administration.
- Liaise and coordinate with staff for updates and information on projects the CEO is working on.
- Provide and coordinate an efficient, accurate and confidential service for the CEO, including typing of correspondence, report generation, photocopying and filing.
- Responsible for the preparation of agendas and minutes for the Council, Committees and other meetings as required including;
 - Typing, photocopying, collation and distribution of Agenda's and Minutes and workshop agenda.
 - Setting up of Council Chambers for meetings.
 - Attend the Council, Committee or other meetings to take minutes as required by the CEO.
 - Distribution of action sheets.
 - Processing electronic transfer of documents to Councillors and the website.
 - Coordination of deliveries to Councillors.
- Responsible for the organisation and coordination of Council functions including but not limited to:
 - Council Official Openings.
 - Civic Receptions.
 - Event Management.
- Exercise judgement, initiative and confidentiality as required striving to continuously improve teamwork processes and the effectiveness in the work area and across the organisation.
- To facilitate good communication between the CEO, Councillors and other officers within the organisation.

Records Management

- Ensuring that full and accurate records of all Shire of Moora activities and decisions are created and captured in accordance with Council policy.
- Ensuring that written and electronic correspondence is captured accurately and forwarded to relevant officers in a timely manner.

Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Council's Code of Conduct, values, policies, and procedures.
- Demonstrate an ongoing commitment to the Shire's Customer Service Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.

- Maintain good relations with the public and always promote Council's operations in a professional manner.
- Adhere and follow the Shire's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Work Health & Safety (WHS) (For all Staff)

- Comply with all work procedures for hazard identification, risk assessment and risk control.
- Actively participate in WHS activities or programmes associated with the management of WHS.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is worn or used for the task or activity as required or directed.

5. Selection Criteria

Essential

- Strong word processing skills and experience
- Strong communication skills both written and verbal
- Proven ability to work under pressure, use initiative and is well organised
- Highly developed interpersonal skills
- "C" Class Drivers licence

Desirable

- Experience in Local Government
- Experience in a similar role involving the facilitation of minutes and agendas and provision of high-level support to staff at an executive level.
- Knowledge of Council's organisational structure and function

Employment is contingent upon:

- Provision of a current satisfactory National Police Clearance
- A Pre-Employment Medical Assessment including Drug & Alcohol Testing

6. Key Accountabilities

Within Department

- To work in the most effective manner as part of the Corporate Services team.
- To be a team player, relieving and assisting colleagues where necessary to ensure a productive customer and administration service is provided to the Shire.

Within Organisation

- To ensure that council's policies and procedures are adhered to, providing the best possible service to council and ratepayers.

7. Principal Contacts

Who	Core Values
Internal <ul style="list-style-type: none">• Chief Executive Officer• Elected Members• All Shire Employees External <ul style="list-style-type: none">• Contractors/Suppliers• Shire Residents & Ratepayers	Communication Consult, collaborate and communicate with the community, internal/external customers and stakeholders. Respect Always recognise and respect the individual and unique requirements of all people and cultures and groups. Integrity To be honest, equitable and ethical in all business dealings and the way in which we work with residents, staff and all stakeholders. Transparency To ensure a high level of openness and accountability in all activities. Courtesy To provide courteous service and helpful solutions to customer enquiries.

8. Extent of Authority

Works within the confines, standards and procedures under general supervision of the CEO.

9. Performance & Personal Development Plan

The Executive Support Officer will meet with the CEO for a performance appraisal and evaluation:

- At the completion of the Probation Period as stipulated in their Employment Contract; and
- Annually, from the date of Employment Commencement.

The annual Performance Appraisal is an opportunity for two-way feedback between the Executive Support Officer and the CEO, focusing on goal setting, professional development continual improvement.

10. Position and Incumbent Details

All parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position. The original of all updated Position Descriptions must be returned to Human Resources.

Incumbent Name:	
Incumbent Signature:	Date:
Manager's Signature:	Date:

Date employee appointed to Council:
Date employee appointed to this position:

Approved by Chief Executive Officer:
Date position description created: May 2025
Position description prepared by: Human Resources Officer