

POSITION DESCRIPTION

SECRETARIAT SUPPORT OFFICER

POSITION DETAILS

Date of Position Description	May 2024
Position Title	Secretariat Support Officer
Position Grade	10
Directorate Business Unit	Office of the CEO Office of the Lord Mayor and CEO
Reports to	Group Manager, Office of the Lord Mayor and CEO
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	126 Church Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for overseeing the coordination, organisation and management of the Meetings of Council and Councillor Workshops. In addition, they will provide administrative support to the Secretariat function.

As this position provides high level direct support to Councillors, flexibility will be required for in office attendance that may be higher than the standard requirements across Council.

KEY RESPONSIBILITIES

Role Specific

- Organise and manage all elements of the Meetings of Council and Councillor Workshops.
- Provide efficient, effective and timely Secretariat service to Committee Meetings.
- Attend Councillor Workshops on a regular basis, support the operation of Council Meetings, and support the team in maintaining a record of Council Meetings.
- Provide high quality accurate administrative, business and project support, including minute taking and action/outcomes tracking.
- Provide support services to Council staff in the use of Council's business paper system.
- Preparing and coordinating Workshop papers, Workshop notes, Workshop presentations and on a need to basis Council and Committee reports.
- Council and Committee reports and Workshop presentations.
- Maintain and manage stock control for Meetings of Council and Councillor Workshops.
- Be a point of contact for internal and external stakeholders in relation to the Secretariat function.
- Receipt, triage and action incoming correspondence to the Secretariat team.

- Manage and arrange training and conferences.
- Prepare supporting material for training and conferences as required.
- Undertake research, preparing surveys, correspondence and reports to enable the function to provide outstanding Secretariat services.
- Provide project support service to Secretariat Team when required.
- Prepare and arrange training for staff on business papers, Secretariat functions as relevant to the business and systems relating to the Secretariat function.
- General administrative support.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies as amended from time to time.

KNOWLEDGE

Qualifications

- Certificate IV in Business (Administration) or equivalent experience

Experience

- Minimum of 4 years' experience supporting Council, Board meetings or Senior Executive Level.
- Demonstrated experience providing high level administrative support.
- Proven experience in MS Office suite and an Electronic Document Records Management System (EDRMS).
- Experience developing, reviewing and analysing Council or Corporate reports and presentations.

Skills

- Ability to maintain confidentiality and discretion
- Excellent organisational and time management skills
- Ability to build and maintain relationships with Senior Stakeholders
- Outstanding communication and interpersonal skills



CITY OF PARRAMATTA

- Proven ability to type 60 wpm
- High level of attention to detail
- Analytical thinking to manage problems as they arise