



POSITION DESCRIPTION

POSITION TITLE	Executive Assistant to Director Development Services
DIRECTORATE - SECTION	Development Services – Development Services
LEVEL - EBA	6 - Salaried
RESPONSIBLE TO	Director Development Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

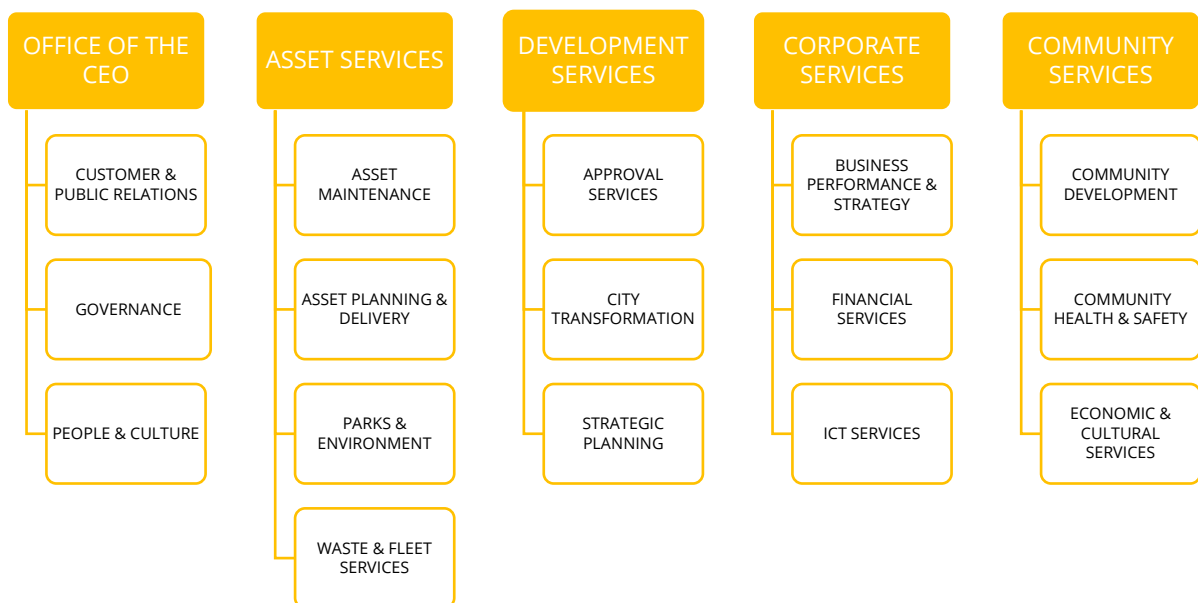
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

SERVICE	Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
PROFESSIONALISM	Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
QUALITY	Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Provide a timely, efficient and effective secretarial and administrative service to the Director including diary administration, incoming customer enquiries, gathering and disseminating information to and from the Director, and liaison with staff.

KEY RESULT AREAS

CUSTOMER SERVICE

- Ensure adherence to the City's customer service charter.
- Monitor, evaluate and report on the effectiveness of customer service within the City through the analysis of complaints received in relation to Development Services Directorate.
- Monitor the appearance and quality of professionalism within the City.
- Maintain effective liaison with internal and external customers through high quality and timely responses and advice.

POLICY SUPPORT

- Prepare Development Services related policies in a timely and accurate manner in accordance with the City's Policy Framework.
- Ensure all policies developed are thoroughly researched and benchmarked as good practice.
- Collation and preparation of high-quality submissions on various external policy related documents.

RESEARCH

- Conduct high quality research into issues and analyse data as required.
- Prepare submissions and comment on strategy or policy issues in relation to external government departments and agencies.
- Oversee and facilitate the development and maintenance of information and databases as necessary.

STRATEGY DEVELOPMENT

- Facilitate and support the development, implementation and monitoring of the City's strategic planning processes.
- Review, compile and support the publication of strategic documents.
- Support the development and ongoing monitoring of key performance indicators.
- Undertake special projects as required.

PLANNING AND COORDINATION

- Ensure strong and effective liaison with Directors and Managers when coordinating Development Services events, projects or activities.
- Initiate and effectively follow up action matters generated from Council or Councillors.
- Act as first point of reference for all enquiries directed to the Development Services Directorate.

- Prepare Directors briefing notes and attend meetings to ensure adequate records are maintained.
- Coordinate and prepare communications on behalf of the Director Development Services.
- Oversee and coordinate all information and database systems within the Development Services Directorate.

PROBLEM SOLVING

- Deal with enquires and problems relating to team/project work issues or customers.
- Take a proactive role in identifying any issues within the Development Services Directorate and seek solutions, or advance ideas for improvement.
- Actively contribute to maintaining an awareness of Work Health and Safety responsibilities.
- Follow up actions requested of staff members within Development Services by CEO to ensure timely and accurate responses.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Minimum Year 12 secondary education
- Possession of a tertiary qualification (desirable)

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Contribute to research and development of a complex nature, and coordination of policy reviews within the Development Services Directorate.
- Provide information and advice to the Director Development Services as well as Managers and staff within the Directorate on policy issues and delegated projects.
- Provide information to the Director Development Services in relation to policy and research areas relevant to the position requirements including the analysis of legislative provisions impacting on local government's powers and responsibilities.

- Contribute to the review and development of Development Services related strategies which will enhance the capacity and performance of the City of Kalamunda.
- Undertake research, prepare reports and submissions on a range of issues relevant to the Development Services Directorate.
- Conduct and/or assist in the preparation of surveys and benchmarking projects on specific topics and collate and analyse results.
- Develop papers, briefings, reports and project briefs as required by the Director Development Services.
- Undertake research that supports the objectives and strategies of the Development Services Directorate.
- Oversee the collation and provision of consistent information being produced by the Development Services Directorate.
- Coordinate Directorate information required for organisational wide planning strategies.
- Any other reasonable tasks as requested by the Director Development Services.

SELECTION CRITERIA

1. Excellent research and analytical skills and abilities.
2. Excellent written communication skills including report writing.
3. Sound analytical and problem-solving skills.
4. Ability to monitor performance indicators.
5. Ability to work with a high degree of autonomy.
6. Demonstrated initiative and capacity to think clearly and logically.
7. Ability to work in a political environment with competing demands and objectives.
8. Excellent presentation development skills.
9. Take appropriate actions using a high level of initiative and intuition.
10. Demonstrated skills in managing information in a professional, discreet and confidential manner.
11. Broad knowledge of legislation relating to the roles and responsibilities of local government, and relationships between local, state, and federal governments.
12. Highly developed skills in the use of Microsoft Office tools.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Director Development Services

DATE PD REVIEWED/APPROVED: 22 May 2025
