ACT Government
Chief Minister, Treasury and Economic Development

POSITION DESCRIPTION

Position Number: 46798

Directorate: City and Environment Directorate

Classification: Administrative Services Officer Class 6

Division: Access Canberra

Location: Various (Dickson and Woden)

Business Unit: Head of Access Canberra

Last Reviewed: January 2023

Position Title: Executive Assistant

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

GROUP OVERVIEW

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive

government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

You will be part of a small team that supports the Office of the Deputy Director-General (ODDG), which includes the Deputy Director-General, Chief Operating Officer, Business Manager and Directorate Liaison Officer. The team works in multiple and various locations, including remotely as required under activity based working arrangements. The ODDG team is responsible for providing executive support to the Head of Access Canberra and Chief Operating Officer to successfully implement the priorities of government and ensure Access Canberra can achieve its various regulatory and service functions.

POSITION OVERVIEW

The Executive Assistant works very closely with the Business Manager to deliver timely executive support functions to both the Deputy Director-General and Chief Operating Officer to enable them to meet their daily work priorities; and coordinate activities with other executive assistants and teams across Access Canberra as required.

WHAT YOU WILL DO

The Executive Assistant is responsible for providing high-level administrative and executive support to both the Head of Access Canberra and Deputy Head of Access Canberra, Access Canberra, including:

1. Managing sensitive and confidential information and issues with the utmost integrity and discretion.
2. Prioritising workload, problem solving and working as an organised, positive and proactive member of the Head of Access Canberra Office to find innovative solutions to complex administrative matters, ensure deadlines are met and positive outcomes are achieved.
3. Identifying issues early to anticipate the necessary action required and provide timely advice to the relevant Executive.
4. Facilitating effective working relationships between the Office of the Head of Access Canberra and with other parts of Access Canberra, the ACT Public Service, Ministerial offices and external organisations as required, with a strong emphasis on customer service.
5. Providing professional and effective administrative support as part of the executive support team, including:
    - Providing a professional and supportive entry point for staff, members of the public and key stakeholders seeking to engage with the Deputy Director-General and/or Chief Operating Officer.
    - Comprehensive diary management requiring the ability to multi-task competing priorities and being proactive in diary planning including actioning and prioritising emails and meeting requests; arranging appointments; scheduling meetings; coordinating supporting materials; and preparing agendas and briefing papers to support the executives' participation in meetings and at events.
    - Executive email and correspondence management, including prioritising and actioning, tracking and coordinating timely responses, and progressing actions as directed.
    - Arranging travel and accommodation bookings when required and ensuring corporate credit card and other operational financial matters are acquitted appropriately.
    - Undertaking minor research tasks and projects as well as providing secretariat support at key meetings when required.
    - Providing executive support to the Business Manager and Directorate Liaison Officer to facilitate the timely processing of Ministerial, Legislative Assembly, corporate, and administrative requests pertaining to the functions of Access Canberra to ensure timeliness, accuracy and consistency.
    - Other duties as required to support successful outcomes being achieved by the Office of the Deputy Director-General.
6. Maintaining records in accordance with the *Territory Records Act 2002.*
7. Adhering to ACT Public Sector Values, Code of Conduct and all relevant ACT legislation and Public Sector policies and procedures.
8. This position does not involve direct supervision responsibility of personnel; however, the position is expected to undertake a lead role in supporting and developing other executive assistants across Access Canberra.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Expertise in the use of the Microsoft Office Suite and Records Management Systems
2. An understanding of Government business and administrative processes, or equivalent.

Behavioural Capabilities

3. Demonstrated high levels of written and verbal communication skills including the ability to influence and garner support from others.
4. Ability to efficiently plan, organise and prioritise, and anticipate possible changing circumstances to effectively manage workload, competing priorities and multiple demands to meet deadlines.
5. Ability to maintain collaborative relationships with staff, clients, key stakeholders and other teams to achieve outcomes.
6. Ability to work independently when required exercising sound judgement with minimal supervision or direction.
7. Demonstrated understanding of ACT Public Service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles and practices.

Compliance Requirements / Qualifications

Relevant qualifications would be desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Executive Assistant (position number 46798) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Never
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never