



Position Details

Position title:	Executive Officer – CWI & OI
Award Classification:	Band 8
Division:	Community Wellbeing & Inclusion
Date Approved:	May 2025
Approved By:	General Manager Community Wellbeing & Inclusion

Organisational Relationships:

Reports To:	General Manager Community Wellbeing & Inclusion
Supervises:	Nil direct reports but will be required to lead project teams, supervise and influence activity across a range of Departments
Internal Stakeholders:	Council Employees and Councillors
External Stakeholders:	Customers, residents, general public, community groups, not-for-profit organisations, government representatives, statutory authorities, suppliers, consultants, and contractors.

Position Objectives

- Provide high-quality executive officer and project support to all Divisions of Council with a particular focus on the Community Wellbeing & Inclusion (CWI) and Operations & Infrastructure (OI) Divisions.
- Embed Council's Customer Service Charter by monitoring performance with customer requests, investigating complex customer complaints, and working on initiatives that enhance the experience customers have of services provided.
- Lead specific projects or initiatives, particularly those that involve multiple Departments where integration is required.
- Ability to support the management of internal reviews and escalated reviews, as directed and allocated by the CEO or General Managers.
- Support the development of constructive and high performing Divisional cultures by designing, co-ordinating and implementing a range of leadership, staff engagement and alignment activities with a focus on both the divisional lead teams and broader staff cohorts.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First

Key Responsibilities and Duties

- Provide high quality executive officer and project support to all Divisions of Council and particularly the CWI & OI Divisions.
- Lead projects and initiatives on behalf of General Managers particularly matters that are complex, sensitive or require integration between Departments.
- Lead on behalf of General Managers the investigation and response to complex service requests or complaints, particularly where more than one Department is involved.
- Coordinate and lead performance reporting and monitoring and work with Divisional leaders to design initiatives and processes to maintain and where required uplift service performance.
- Design and facilitate workshops or meetings on a range of topics to support the management of issues and initiatives across all divisions of Council.
- Prepare correspondence, briefing notes, Council reports, agendas for meetings, emails, presentations, and other documentation.
- Support the consistent implementation of corporate policies and approaches within service delivery divisions.
- Schedule appointments, manage correspondence and workflows for General Managers as required.

Accountability and Extent of Authority

- Develop and manage budgets within the limit of delegated financial authority.
- Manage contracts and service agreements to ensure requirements and agreements are met within agreed resources and timeframes.
- Develop, implement and take ownership of key strategies, policies and processes.
- Conduct internal reviews on behalf of the CEO or General Managers including making recommendations and developing plans to improve service as well as responding to the customer on behalf of Council.
- Operate with a high degree of autonomy including proactive diagnosis and response to issues and opportunities in line with Council processes and policies.
- Own customer, councillor and CEO service requests, responses, and complaints.
- Conduct and represent Council at public meetings, in line with Council's established policies.
- Lead project teams, supervise and influence activity across a range of Departments and staff at differing levels.

Judgement and Decision Making

- Exercise a high level of independent thought to develop solutions for a range of matters, thinking through critical paths, dependencies, and alignment with Council policy.
- Independently identify and implement projects and continuous improvement initiatives.
- The requirement to identify and develop policy options in the incumbents own functional area, for consideration and choice of their Manager or Council
- Identify and develop requirements for policy/process enhancements and improvements.

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- Proven ability to work independently without guidance.
- Understand and actively apply considerations of the political environment, governance requirements, the extent of available resources and constraints.
- Proven ability to work with sensitive and confidential information and matters.

Specialist Skills and Knowledge

- Extensive commitment, understanding and experience of customer experience approaches.
- Extensive experience in managing projects and supporting project control groups.
- Advanced understanding of a complex operating environment and the importance of effective community engagement and responsiveness.
- Demonstrated high level of competence in the operation of the MS Suite of applications with a high standard of presentation and accuracy.
- Significant ability to independently identify solutions to issues/problems
- Demonstrated experience in working with governing bodies, executives and senior management and a sound knowledge of governance principles.

Management Skills

- Advanced experience in the provision of executive officer and project support to senior leaders across the organisation.
- Advanced experience in work planning and scheduling, ability to meet deadlines regardless of conflicting priorities in a diverse work environment, with limited supervision.
- Ability to work collaboratively across all levels of staff, and with external Council parties.
- Demonstrated ability to manage projects to scope, budgets and deliverables.
- Ability to implement change strategies, policy and regulation change within an environment of resource constraint.
- Significant demonstrated experience in coordinating performance reporting and working with diverse leaders to use these insights to maintain and uplift performance.
- Ability to be self-directed and work in ambiguous or complex environments.

Interpersonal Skills

- Demonstrated impartiality and commitment to public service.
- Advanced proven experience of professional verbal and written communication skills.
- Highly developed self-awareness and interpersonal skills, including the capacity to establish and maintain effective relationships with a range of stakeholders.
- Highly confident and personable with an ability to be both courteous and assertive in approach with internal and external customers.
- Demonstrated achievement and enthusiasm for high-quality customer service.
- Demonstrated ability to lead and influence across a range of departments.
- Ability to motivate and influence employees at all levels of the organisation.



- Ability to negotiate to positive outcome with staff, members of the public and other government authorities.
- Demonstrated ability to manage complex and sensitive issues and information.

Qualifications and Experience

- A tertiary degree or diploma in business administration, project management, public sector management or other relevant discipline is highly regarded and/or extensive and diverse experience within similar roles at other mid/large sized organisations.

Mandatory Requirements

- Working with Children Check.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding, and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

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Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments. Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences.
- Sufficient proof of their right to work in Australia.
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check.

Key Selection Criteria

- Demonstrated project management skills and experience in supporting the development and implementation of a variety of complex projects and initiatives at any one time.
- Demonstrated experience in supporting leaders with the management of service performance and enhancing organisational culture.
- Extensive experience in a role with similar functional responsibilities.
- Exemplary customer service skills and the ability to work with others to develop and implement initiatives that enhance customer experience.
- Excellent interpersonal and communication skills, the ability to build and maintain relationships, provide clear advice, negotiate effectively, and interact with a broad range of staff, the private sector, and other stakeholders.
- A tertiary degree or diploma in business administration, project management, public sector management or other relevant discipline is desirable along with extensive and diverse experience.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

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