

POSITION DESCRIPTION

WEST BEACH PARKS

Position Description

EXECUTIVE SUPPORT OFFICER

POSITION

Position Title:	Executive Support Officer
Department:	Executive Office
Responsible To:	Executive Office Manager
Classification Level:	Level 6

POSITION PURPOSE

Primary Purpose of Role:	The Executive Support Officer provides high-quality administrative and coordination support to the Executive Office. The role assists the Executive Office Manager, Executive Team, and, in their absence, the CEO, to ensure the effective delivery of governance, reporting, policy management, and stakeholder engagement functions. This position is responsible for managing day-to-day administrative tasks, maintaining accurate records, supporting Board and Sub-committee processes, and assisting with projects, policies, and events. By delivering timely and accurate support, the Executive Support Officer contributes to the smooth operation of the Executive Office and the achievement of organisational objectives.
---------------------------------	--



ABOUT WEST BEACH PARKS

Our Vision:

To be Australia's favourite Tourism, Sport and Leisure destination for everyone

Our Purpose:

To care for and enhance West Beach Parks for current and future generations

Strategic Priorities:



Our Destination: *We will continue to drive the evolution of West Beach Parks for the benefit and enjoyment of everyone*



Our Community: *We will build and preserve genuine relationships within our Community, and continue to create inclusive environments for everyone*



Our Environment: *We will ensure that environmental sustainability is at the heart of everything we do*



Our People, Our Business

We will invest in our people and our business, and ensure long-term financial sustainability

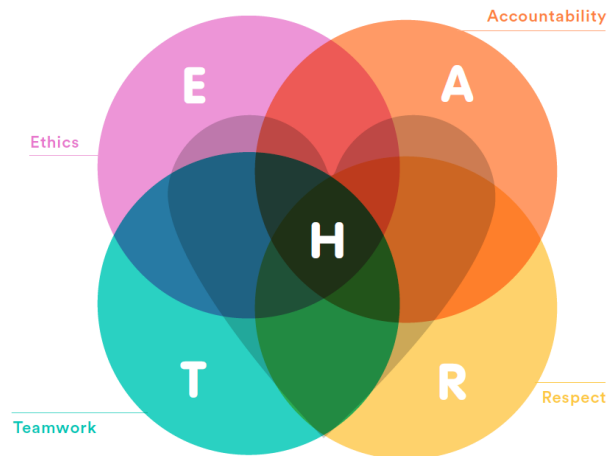


Our Values

HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.



ETHICS

We do the right thing

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

ACCOUNTABILITY

We own our actions and behave responsibly

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

RESPECT

For our visitors, each other and our environment

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

TEAMWORK

We work together to create and deliver a great visitor experience

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



POSITION KEY RESULT AREAS

Key Result Areas	Responsibilities	Measures
Administrative Support	• Provide comprehensive administrative support to the Executive Team, Executive Office Manager, and to the CEO in the absence of the Executive Office Manager. • Manage diaries, schedule meetings, prepare agendas, take minutes, track action items, and ensure timely follow-up. • Coordinate meeting logistics, including room setup, technology requirements, and catering. • Manage financial administration tasks such as purchase orders, invoice processing, and credit card reconciliations. • Arrange travel and accommodation bookings, including preparation of itineraries. • Organise and support internal and external events such as staff functions, stakeholder events, and CEO roadshows as directed. • Draft, format, and coordinate correspondence and responses on behalf of the Executive Office. • Maintain and manage corporate documents relating to governance, operations, and management, ensuring appropriate filing and security. • Coordinate file archiving, retention, and disposal processes in accordance with records management policies. • Complete archiving, retention, and disposal tasks accurately and in line with schedules.	• Executive Team and CEO (as required) receive timely, accurate administrative support. • Agendas and minutes distributed within agreed timeframes; 100% of action items recorded and tracked. • Meetings, rooms, technology, and catering prepared and delivered smoothly with no major issues. • Financial tasks (purchase orders, invoices, reconciliations) completed accurately and within deadlines. • Travel and accommodation bookings accurate and delivered within budget. • Internal and external events coordinated effectively, meeting objectives and receiving positive feedback. • Correspondence drafted and formatted to a professional standard, with minimal corrections required. • Corporate documents filed and maintained in accordance with policy requirements.



Key Result Areas	Responsibilities	Measures
Executive Support	- Assist with the preparation of correspondence, briefings, reports, proposals, and presentations for the CEO, Board, and Executive Team. - Provide administrative and coordination support to the Executive Team, including meeting preparation, follow-up, and general executive assistance. - Provide administrative support to the Executive Team and Executive Office Manager in the development of strategic documents such as the Annual Report, Strategic Plan, Business Plan, and governance documentation. - Support the implementation of systems and processes that strengthen governance, compliance, and organisational effectiveness. - Assist in maintaining organisational registers (e.g., Risk and Environmental Management) under direction of the Executive Office Manager. - Monitor and track information relevant to emerging issues, escalating matters to the Executive Office Manager as required. - Organise operational meetings, presentations, and special events as directed by the Executive Office Manager.	- Administrative support provided to Executive Team meetings and events delivered smoothly. - Operational meetings, presentations, and special events coordinated effectively, with positive feedback from participants. - CEO-related communications and stakeholder engagement managed professionally during Executive Office Manager absence. - Organisational registers updated accurately and within agreed timeframes. - Documents prepared are accurate, clear, and professional, with minimal revisions required. - Deadlines consistently met for CEO, Board, and Executive Team requirements. - Events delivered within budget and agreed timeframes.
Government Relations	- Assist in managing government correspondence and maintain accurate records in the Government Register. - Support the preparation and formatting of Ministerials, Cabinet Submissions, and Government Briefings.	- Government Register maintained with 100% accuracy and updates completed within 2 business days. - Draft Ministerials, Submissions, and Briefings prepared on time, with minimal amendments required. - All government correspondence logged and tracked to completion.



Key Result Areas	Responsibilities	Measures
Board and Governance Support	- Assist with scheduling, preparing, and distributing Board and Sub-committee meeting materials in collaboration with the Executive Office Manager. - Draft and record minutes of Board and Sub-committee meetings as directed, ensuring accuracy, completeness, and timely distribution under the guidance of the Executive Office Manager. - Prepare draft agendas, collate reports, and coordinate the distribution of meeting packs. - Support the development of Board and Sub-committee workplans, ensuring tasks and reporting requirements are monitored.	- Meeting packs prepared and distributed at least 10 days before meetings. - Draft agendas and collated reports delivered within agreed timeframes. - Minutes drafted accurately and distributed within 5 business days of meetings. - Board and Sub-committee workplans monitored with tasks tracked and updated regularly.
Customer and Stakeholder Service	- Provide courteous and professional assistance to internal and external stakeholders on behalf of the Executive Office. - Ensure enquiries are acknowledged and directed to the appropriate person in a timely manner. - Maintain accurate stakeholder contact records and assist with coordination of stakeholder communications. - Support follow-up on stakeholder matters as directed by the Executive Office Manager or Executive Team.	- Stakeholder enquiries acknowledged within 1 business day and directed appropriately. - Records of stakeholder contacts kept accurate and up to date. - Stakeholder communications coordinated in a timely and professional manner. - Follow-up actions on stakeholder matters completed as directed and within deadlines.
Policy Management	- Draft, review, and format organisational policies under the direction of the Executive Office Manager. - Maintain the policy register and databases, ensuring all policies are kept up to date and accessible. - Track review cycles and coordinate approval processes, escalating to the Executive Office Manager as required. - Collate and prepare draft policy reports for review prior to submission to the Executive Team and Board.	- Policy register maintained with 100% accuracy and all review dates tracked. - Draft policies prepared in line with organisational style and compliance requirements. - Policy updates coordinated and approval processes completed within agreed timeframes. - Draft policy reports provided on schedule, requiring minimal amendment before submission.



Key Result Areas	Responsibilities	Measures
Work Health and Safety	• Take reasonable care for own health and safety and that of others whilst at work. • Promote health and safety awareness by setting a good example. • Comply with all WBP WHS policies, procedures, work instructions, guidelines etc. • Comply with all reasonable instructions issued by your Supervisor and WBP to protect your own personal health and safety and that of others. • Not perform any procedure or task unless you have received appropriate training and instruction. • Use safety devices and protective equipment correctly and in accordance with procedures/work instructions. • Report potential and actual hazards. • Report any near miss, accident or injury you sustain at work or outside of work. • Keep work areas in a safe condition, ensure good housekeeping and safe access and egress. • Participate in consultation regarding WHS.	• Demonstrates safe work practices. • Policies, procedures and work instructions compliance. • All required WHS training completed. • Correct use of all safety devices and protective equipment. • Correct reporting system is used to report potential and actual hazards. • Correct reporting system is used to report any near miss, accident or injury sustained at work or outside of work. • Participates in keeping work areas in a safe condition, good housekeeping and safe access and egress.



POSITION COMPETENCIES

Area	Measures
Customer Experience	I demonstrate proven ability and commitment, to providing a high-quality customer service and advice in line with WBP Customer Experience (CX) Promise. - Honest, reliable and authentic. - People are not numbers. - Listen and act. - Go above and beyond. - Make it easy. - Communicate, communicate, communicate.
Achievement Orientation	I set moderately difficult goals and achieve required results through independent effort. I demonstrate a high level of determination and persistence where goals are clear. I promote and justify own approach and decisions within area of responsibility. I emphasise high standards to others. I establish priorities systematically, differentiating between urgent, important, and unimportant tasks. I set high performance standards.
Continuous Improvement	I demonstrate ability to improve business systems efficiency by seeking alternative methods to improve business practices.



POSITION SELECTION CRITERIA

Type	Description	Criteria
Qualifications:	- Diploma / Certificate IV in Administration / Business and / or 2 – 5 years in similar position. - National Police Clearance. - Current Australian Driver's Licence.	Essential
Experience:	Demonstrated experience in the provision of high level administrative, project and support services to senior executives and Boards.	Essential
Skills and Knowledge:	- Excellent English literacy skills and experience in proofreading. - A demonstrated proficiency in the use of Microsoft Office products. - Highly developed organisational skills with an ability to meet strict deadlines - Excellent written and verbal communication. - Proven ability to work with a high degree of independence, determine priorities, and anticipate the requirements of the CEO, Executives and staff. - Possess initiative, enthusiasm and self-motivation and be able to adapt to changing work requirements and situations.	Essential

POSITION RESOURCES and BUDGET

Number of Staff Reporting to Position:	0
Financial Delegation (\$):	\$2,500
Special Conditions:	A flexible approach to working hours will be required as hours of work will be amended as required to perform the role and noting the requirements for corporate office opening hours. Attendance will also be required at times on weekends to attend specific matters and training/seminars. The incumbent will be required to achieve performance targets that are negotiated and mutually agreed with the Executive Office Manager.



POSITION ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned.

Name:	
Signature:	
Date:	