

Personal Assistant to Manager Growth & Community Partnerships

POSITION DESCRIPTION



Position Number:	4043
Department:	Communities and Lifestyle
Section:	Growth & Community Partnerships
Position Status:	Permanent Full Time
Classification:	Level 3 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Manager Growth & Community Partnerships
Revised:	July 2026

General Position Statement

This position supports Council's direction by providing high level administrative assistance, coordination and executive support to the Manager Growth and Community Partnerships in a professional, efficient and confidential manner. The role is responsible for managing administrative functions, coordinating business processes, facilitating communication and supporting the delivery of strategic initiatives across the Growth and Community Partnerships section.

The position contributes to the effective operation of the section by maintaining strong working relationships with internal and external stakeholders, coordinating reporting and governance requirements, and ensuring the timely and accurate completion of administrative and business support activities.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provide high level executive and administrative support to the Manager Growth and Community Partnerships including diary management, correspondence, travel arrangements, meeting coordination and management of confidential information.
- Coordinate and manage the Manager's workflow, ensuring priorities, deadlines and operational requirements are effectively monitored and achieved.
- Prepare agendas, papers, presentations, briefing notes and reports; record, distribute and monitor actions arising from meetings.
- Coordinate section reporting requirements, including operational plan reporting, performance measures, risk management activities, compliance reporting and business planning processes.
- Assist with the preparation, monitoring and administration of operational and capital budgets, including procurement, financial reporting and expenditure tracking.
- Act as a key liaison between the Manager, staff, Councillors, government agencies, community organisations and external stakeholders, fostering productive and professional relationships.
- Draft, review and coordinate correspondence, reports, submissions and presentations, including documents for Council, Executive Leadership Team and external stakeholders.

Personal Assistant to Manager Growth & Community Partnerships

POSITION DESCRIPTION



- Provide administrative, logistical and coordination support to staff across the Growth and Community Partnerships section to facilitate the delivery of grants programs, strategic projects, stakeholder engagement activities, community partnerships and other section priorities.
- Maintain effective document management, recordkeeping and governance systems in accordance with legislative and Council requirements.
- Research, analyse and compile information to support decision making, service improvements and strategic initiatives.
- Coordinate and monitor section compliance requirements, including training records, work health and safety obligations, policy reviews and audit actions.
- Develop, review and implement administrative processes and procedures to improve efficiency, consistency and service delivery within the section.
- Provide guidance and assistance to administrative staff and support a collaborative and high-performing team environment.
- Act as a first point of contact for enquiries and issues relating to the section, resolving matters where appropriate and escalating complex issues as required.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Proven ability to provide professional personal assistant support to senior leaders within a complex organisational environment.
- Demonstrated ability to maintain a high level of confidentiality, discretion, professionalism and political awareness.
- Highly developed organisational, planning and time management skills, with the ability to manage competing priorities and meet strict deadlines.
- High level of written communication skills, including the ability to prepare reports, correspondence, presentations, briefing notes and meeting documentation.
- Strong interpersonal skills with the ability to build effective working relationships with internal and external stakeholders.
- Demonstrated ability to coordinate multiple business functions including reporting, compliance, budgeting, governance and project administration.
- High level attention to detail and accuracy in the preparation and review of documentation.
- Strong problem-solving skills with the ability to exercise sound judgement, initiative and decision-making within delegated authority.
- Ability to undertake research, analyse information and provide recommendations to support business improvements and operational outcomes.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.

Personal Assistant to Manager Growth & Community Partnerships

POSITION DESCRIPTION



- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems and technology including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite, mobile devices and tablets.

Qualifications and Experience

- Certificate III in Business Administration (or related discipline) and/or substantial demonstrated experience in a personal assistant or senior administrative support role.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Ability to effectively use digital technologies, corporate systems and Microsoft Office applications to manage information and support efficient business processes.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to work with screen based equipment over long periods with prescribed rest breaks.
- Ability to support delivery of internal and external engagement activities, including meetings, workshops, events and site inspections when required.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Personal Assistant to Manager Growth & Community Partnerships

POSITION DESCRIPTION



Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	