

PA to General Manager Communities & Lifestyle POSITION DESCRIPTION



Position Number:	1297
Department:	Communities & Lifestyle
Position Status:	Permanent Full Time
Classification:	Level 4 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	General Manager Communities & Lifestyle
Revised:	June 2026

General Position Statement

This position supports Council's direction by being responsible for providing executive administration support and assistance in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

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

- Provision of high-level executive support to the General Manager, demonstrating a high degree of judgement, initiative, confidentiality and sensitivity.
- Act with a high degree of initiative to assist the General Manager and coordinate workflows, including diary management, meeting coordination, and agenda preparation.
- Provision of high level executive assistance and administrative support to the Communities & Lifestyle Department demonstrating a high degree of judgement, initiative, confidentiality and sensitivity.
- Monitor, coordinate and conduct independent research to prepare correspondence, reports and presentations to a high standard and in a timely and efficient manner.
- Undertake and manage short-term projects as directed, including the coordination and delivery of Department sponsored events, ensuring outcomes align with Council objectives.
- Act as a first point of contact for customers and attempt to resolve issues prior to escalating them to the General Manager.
- Manage and monitor operational/service related complaints and issues effectively to ensure prompt identification and appropriate action, including researching and drafting responses prior to escalating to the General Manager.
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- Assist with the development and monitoring of the operational budget for areas of responsibility.
- Review, develop, coordinate and implement work processes, policies and procedures in area of responsibility.
- Refer matters that may impact upon the business, Council and employees to the General Manager.
- Undertake other relevant duties including special projects as directed, consistent with skills, competence and training.

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Position Requirements

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

Skills/Competencies

- Excellent communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Demonstrated conflict resolution and negotiation skills.
- Demonstrated ability to research and draft replies to correspondence, reports and other documentation.
- Demonstrated high level of political acumen and the ability to navigate complex stakeholder environments.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- 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 including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Qualifications

- Qualifications in Certificate III Business Administration and/or substantial demonstrated experience providing high level administrative support at an executive level.

Desirable Qualifications and Experience

- High level of experience in a similar Local Government administrative role with a good knowledge of Local Government structure and procedures.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *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* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

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Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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.

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:	General Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	