



# Job Description Form

## 4499 Executive Assistant

### Courts Executive

#### Position details

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Classification Level: 3

Award/Agreement: Public Service Award 1992/Public Sector CSA Agreement 2019

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Courts Executive

Physical Location: Perth CBD

#### Reporting relationships

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Responsible to: 019656 Manager, Courts Executive - Level 6

**This position: 4499 Executive Assistant - Level 3**

Direct reports: 019615 Receptionist - Level 1

#### Overview of the position

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The Courts Executive team provides executive support, research, project and information management and administrative support services to the Executive Director.

The Executive Assistant position:

- Manages a range of internal, external and inter-state committees, including coordination and/or preparation of discussion papers and minutes, and management of meeting outcomes.
- Takes a lead and proactive role in the development of systems to monitor and report on strategic issues, as well as ensuring information and knowledge is effectively shared between the Executive Director, directors and executive support staff.
- Undertakes research and analysis and/or project work and presents findings to the Executive Director and the Courts Executive Group in writing and verbally.
- Undertakes a liaison and coordination role across the division and with heads of jurisdiction, external agencies and interstate courts administrators.

- Develops innovative approaches to management and records systems and initiates business improvement projects within the Courts Executive office.

### **Job description**

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As part of the Courts Executive team, the successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

### **Role specific responsibilities**

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- Manages the Executive Director's diary and the coordination or preparation of meeting papers, travel arrangements, itineraries, financial and other administrative duties. Manages a range of internal, external and interstate committees attended by the Executive Director, including the preparation of discussion papers and minutes. Proactively monitors and reports on issues and meeting outcomes and provides advice to the Executive Director. Arranges functions and events and coordinates tours of court facilities as required.
- Takes a lead and proactive role in the development of systems to monitor and report on strategic issues as well as ensuring records, information and knowledge is appropriately and effectively shared between the Executive Director, Directors and executive support staff. Utilises new and emerging technology to continuously improve service delivery to/from the Executive Director.
- Participates constructively and positively within the Courts Executive Office. Liaises and consults effectively with interstate courts administrators, heads of jurisdiction, directors, senior managers and staff, and other government agencies to achieve projects and tasks on behalf of the Executive Director. Mentors/coaches other executive and administrative staff that support directors and delegates work to this group and ensures quality responses back to the Executive Director.
- Conducts research and analysis of identified issues arising from internal, external and interstate senior executive committees. Investigates and considers options to meet organisational needs and resolve problems. Drafts briefing notes and discussion papers and presents findings to the Executive Director and the Courts Executive Group.
- Contributes to the development and implementation of identified projects to improve the effectiveness of the division, the Courts Executive Office and/or directors' offices.
- Takes a lead role in identifying opportunities for continuous improvement of systems, procedures between the Courts Executive Office and Directors' offices.

Develops innovative approaches to management systems to ensure effective and efficient responses to/from the Courts Executive Office and with internal and external stakeholders.

- Complies with departmental policies and procedures to achieve outcomes. This includes quality assessment of correspondence and compliance with human resource, contract and procurement and other management delegations. Provides advice to the Courts Executive Office and executive support staff.
- Participates within and contributes to a positive and innovative workplace environment.
- Demonstrates high standards and practice of ethical conduct and behaviour as required under the Department's frameworks of Code of Conduct and Public Sector Code of Ethics. Demonstrates a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues. Demonstrates commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*. Takes reasonable care to ensure their own safety and health and that of others at work, and complies with the department's policies and any other direction given for their safety and health in the workplace.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

### **Job related requirements**

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In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

#### **Shapes and Manages Strategy**

The ability to; understand the reasons for decisions made within the division and be able to explain how they are related to their work, identify issues that may impact on the achievement of goals and inform supervisor, utilise knowledge of the work environment to contribute to planning activities, draw information from a variety of sources and apply common sense to analyse what information is important/relevant are all important for this role.

#### **Achieve Results**

The ability to; reschedule and reorganise work to reflect changes in priorities, demonstrate knowledge of new programs, plans or services that are relevant to the position, maintains accurate records and files; and, ensure that tasks are completed within allocated timeframes are all fundamental to this role.

#### **Builds Productive Relationships**

The capacity to; build and maintain relationships with senior management colleagues and clients, share information with stakeholders and seek input from others to inform team discussions, ensure that relevant/important information is shared where required, treat people with respect and courtesy and to act on constructive feedback are requirements for this role.

### **Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, behave in a honest professional and ethical way, check and confirm the accuracy of all information prior to release, take responsibility for the completion of work and seek guidance where necessary, stay calm under pressure and not react personally to criticism, acknowledge mistakes and learn from them, meet agreed performance levels and seek and accept supervisor feedback and guidance are all important for this role. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

### **Communicates and Influences Effectively**

An ability to; structure messages clearly and succinctly orally and in writing, gain a clear understanding of others comments by actively listening and asking questions to ensure understanding – checks that own views have been understood and able to discuss issues thoughtfully without becoming aggressive are requirements for this role.

### **Role Specific Criteria (Desirable)**

- Experience in a court, tribunal or legal environment; and
- Knowledge of the operation of court practices and procedures.

### **Special requirements/equipment**

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Nil

### **Certification**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Joanne Stampalia

Executive Director, Court and Tribunal Services

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification date: 19 November 2019