



Burdekin Shire Council

Fast, efficient and effective

LGMA OFFICE PROFESSIONALS VILLAGE FORUM –
TOWNSVILLE – THURSDAY 22ND OCTOBER, 2015

PRESENTATION
BY
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ASSISTANT TO MAYOR AND CEO
BURDEKIN SHIRE COUNCIL

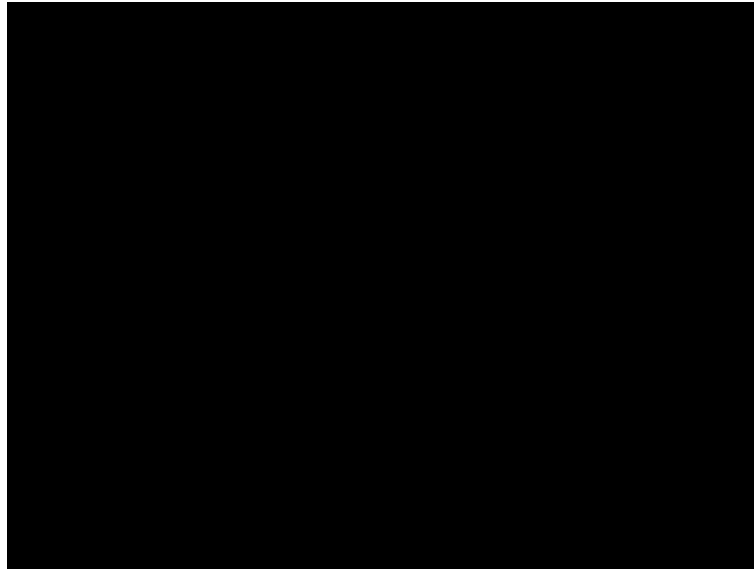
“WHO WANTS THE ROLE OF ASSISTANT TO
BOTH THE MAYOR AND CEO?”



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How to get a job as an Executive Secretary!





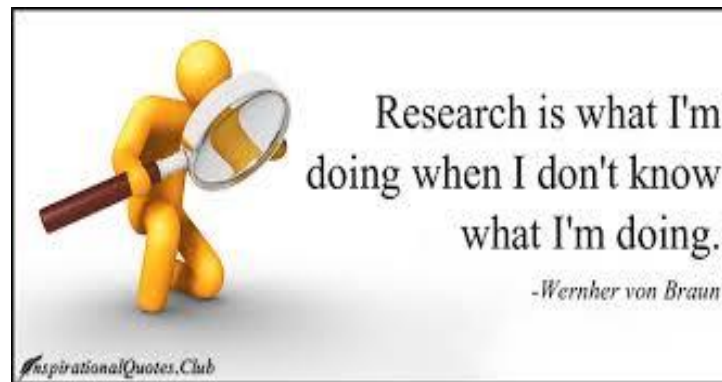
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Introduction:

My career paths:-

- Started as Legal Secretary
- Book-keeper and tuckshop convenor
- Diploma of Business (Management)
- Executive Assistant to Environmental Health Department



- Personal Assistant to Mayor and CEO – Burdekin Shire Council



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Who wants the role of Assistant to Mayor and CEO?



"We look for people who can quickly adapt to changes in the workplace."



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Adapting to Change

- Different management styles.
- Three different CEO's.
- Three different Mayors.
- Mayors change at the whim of the community.
- CEOs can change because of personal agenda or at whim of elected members.
- Position of Assistant to Mayor and CEO usually remains static.



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Working with different CEOs

- Different management styles.
- Two wanted an assistant, one didn't.
- CEO who did a lot of administrative work.
- CEO who delegated everything.
- CEO with happy balance between managing and delegating.
- Mostly a relationship of mutual trust, respect and understanding.
- Some difficult times when staff morale was very low.



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Working with different Mayors

- Three different Mayors.
- Different management styles.
- Over the years there have been changes in the way work output is produced.
- Started with little control over content of work output with Mayor responding to own correspondence.
- Now have complete autonomy to keep office running smoothly.
- Impossible for me not to form a close working relationship with Mayor – based on mutual trust, respect, loyalty and understanding.



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Local Government Elections

- Position of Mayor can change overnight!
- Challenging time for Mayor's Assistant.
- Focus on pre-election campaigns.
- Impacts on Assistant when defeated Mayor departs office.
- Process of grievance for exiting Mayor.
- Letting go of emotions and getting on with the job
- Process of acceptance of new Mayor.



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After the Elections

- Getting to know new Mayor as a person
- Getting to know Mayor's preferred work methods
- Getting to know Mayor's agenda for his or her term of office
- Developing new working relationship
- Building mutual trust, respect, and understanding



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Working with Councillors

- Assistant to Mayor and CEO also provides support to Councillors
- Form a bond with some Councillors
- Unknown - How many new Councillors next year?
- Some Councillors can be challenging to work with!



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Facing difficult times in role of PA to Mayor and CEO

- Several restructures of the organisation
- Meat in the sandwich
- Privy to confidential information
- Allegiance to Mayor and CEO
- Enterprise bargaining negotiations
- Workplace industrial action
- Allegiance to fellow workers and support for Union
- Retaining confidential information on both sides of the fence
 - Executive Office and fellow workers (e.g. at Union Meetings)



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Dealing with competing interests

- Difficult to deal with rejection of fellow workers.
- Important confidential information remains within the particular environment.

“Be more concerned with your character than your reputation, because your character is what you really are, while your reputation is merely what others think you are.”

— John Wooden



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Responsibilities of Role MULTI-TASKING





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More than just a Secretary!

Organized Hospitable
Resourceful Essential
 Wonderful **DELEGATES** Security Checkpoint
 Supportive Phone Calls

SECRETARY

WELCOMING Messages
Peacekeeper All Knowing
HELPFUL
 Efficient Irreplaceable **MULTI-TASK**



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A Plan for the Day

"You don't always
need a plan.
Sometimes you just
need to *breathe*, TRUST,
let go and see what
happens."

-Mandy Hale



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What Plan!!

I hate it when I plan my day and
nobody follows the script



your e cards
someecards.com



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The Nightmare of Emails!!

Thanks for calling to tell me that
you just sent me an e-mail.



your  cards
someecards.com



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My role includes:

- Correspondence
- Speeches
- Media publications
- Travel agent
- Gatekeeper
- Researcher
- Advisor
- Peacemaker



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Words of Advice

- Be pro-active and try not to be re-active.





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Words of Advice

- Try not to procrastinate about difficult tasks ahead.



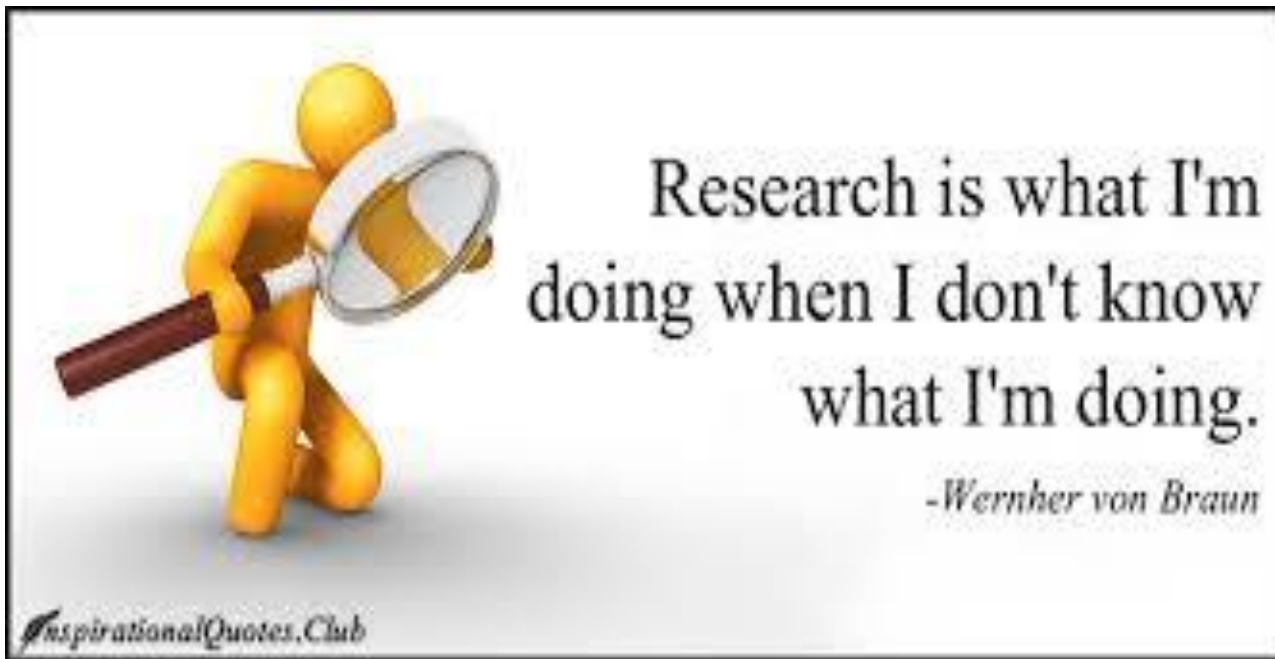


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Words of Advice

- Don't assume anything.
- Do your research first.



Research is what I'm
doing when I don't know
what I'm doing.

-Wernher von Braun

InspirationalQuotes.Club



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Words of Advice

- If you make a mistake – admit it!

"Mistakes are always
forgivable, if one has the courage to
admit them."

-Bruce Lee





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Words of Advice

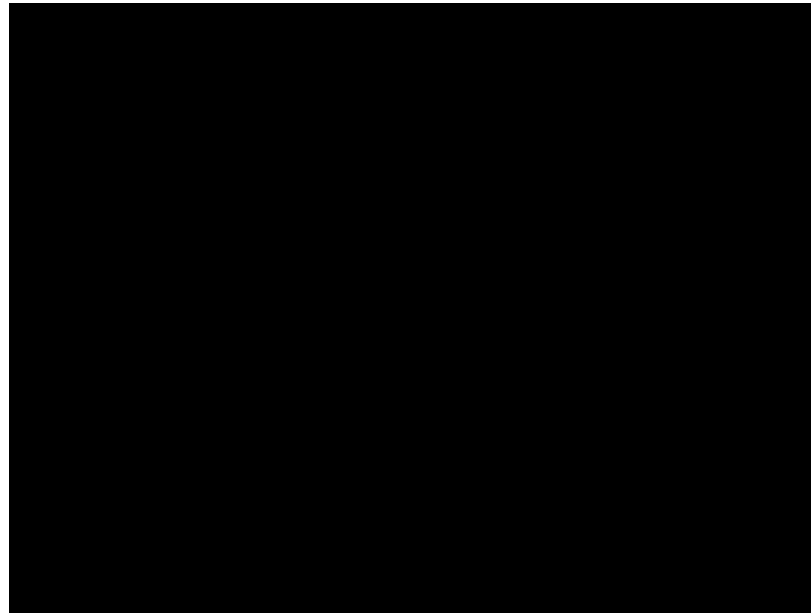
- Remain loyal to your Mayor and CEO
- Do your job well and to the best of your ability
- You will be rewarded with –
 - Satisfaction from your achievements; and
 - Appreciation and gratitude from the Mayor and CEO for a job well done!



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Never become complacent!





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Challenges Ahead!

- 2016 Local Government Elections
- Possibility of appointment of new Mayor
- Probability of appointment of new Councillors
- Anticipation of potential further changes in working environment



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Conclusion

**‘WHO DOES WANT THE ROLE OF
ASSISTANT TO THE MAYOR AND CEO?’**

THANK YOU!