EXECUTIVE ASSISTANT

DEPARTMENT/UNIT  eSolutions Administration
FACULTY/DIVISION  eSolutions
CLASSIFICATION  HEW Level 5
WORK LOCATION  Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform towards creating a single IT function for the University that operates according to the following vision:

We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services.

For more information on the work that we do, please visit our website.

The Administrative Services team provides a full range of administrative support services to eSolutions. Services include reception, executive support, mail, OHS, travel coordination, record management, building & relocation management and liaison with finance & HR Hubs to support management processes.

POSITION PURPOSE

The Executive Assistant provides a range of effective secretarial, administrative and office management services to support the operations of the Director, Technology Services and Chief Information Security Officer as well as other senior managers and colleagues as required.

The Executive Assistant undertakes key support functions to ensure the smooth and professional operation of the office including: drafting correspondence, facilitating communication, scheduling meetings, providing secretarial support for committees and working groups, managing and screening telephone calls, diary management and liaising with university staff and external bodies.

The Executive Assistant also provides general administrative support for projects and events and has a focus on excellence in process and judgement to provide sound and timely advice and executive support.

Reporting Line: The position reports to the Executive Manager, Strategy and Planning under general direction

Supervisory Responsibilities: Not applicable

Modified date: October 2019
Financial delegation: Not applicable
Budget responsibilities: Not applicable

**KEY RESPONSIBILITIES**

1. Provide a range of confidential administration services to support senior management including: effective office operations, screening telephone calls and emails, responding to and referring on queries, calendar management, booking travel and accommodation, overseeing communication and workflow, drafting and preparing documents and arranging events such as workshops, functions and conferences

2. Provide executive support to committees and working groups including organising venues, preparing and distributing agendas and meeting documents, taking and preparing minutes and ensuring follow-up items are executed

3. Liaise with and act as conduit between senior managers and stakeholders, colleagues and clients on a variety of organisational matters including facilitation of meetings, travel and communication

4. Integrate information from various sources to prepare, compose, draft and letters, memos, administrative reports, presentations, minutes and other documents

5. Contribute to and implement continuous improvement activities to streamline processes and facilitate administrative efficiency

6. Maintain effective record management, filing and reporting systems to maintain records, manage documentation and coordinate workflow

7. Maintain effective working relationships with clients, colleagues, and other stakeholders to support and facilitate consistent and streamlined services

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - substantial relevant skills and work experience; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Experience providing professional administrative and executive support services in a busy and complex environment

3. Demonstrated time management and organisational skills, including the ability to set priorities, manage calendars, meetings and bookings and plan work to meet deadlines

4. Ability to draft a range of correspondence, presentations and reports, with excellent attention to detail and accuracy

5. Demonstrated ability to work as an effective member of a team and ability to exercise independence, judgement and initiative

6. Demonstrated analytical and problem-solving skills

7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues

8. Highly developed computer literacy, including experience using business software such as Microsoft Office
OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.