## Position Summary

The **Executive Assistant** plays a key role within the Division of Education and Student Experience (DESE) in providing high level executive support to the Deputy Vice-Chancellor Education and Student Experience.

The role of Executive Assistant entails complex diary management, responding and fielding complex enquiries using discretion and judgement. A primary part of the role is to provide advanced administrative and governance support.

Given the level of the position that this role will support, superior stakeholder management and engaging and building trust with different levels of management will be critical, as well as external/ high profile individuals.

The role reports to the Director of Operations Education and Student Experience and has no direct reports.

## Accountabilities

Specific accountabilities for this role include:

* Proactively provide advanced executive support and assistance, whilst exercising discretion, initiative, and confidentiality at all times.
* Undertake complex and confidential diary, email, and document management, including the monitoring and prioritising of emails, drafting official correspondence, and other tasks that facilitate the effective management of DESE and staff as required.
* Be the first point of contact for internal and external stakeholders, maintain effective channels of communication, analyse requests, filter correspondence, and prioritise urgent matters. Identify and resolve complex or sensitive issues as required.
* Facilitate and plan meetings, including compiling agendas and briefing documents, preparing minutes, and following up on allocated or outstanding meeting tasks. Provide executive support to organisational or strategic committees and panels on a regular basis.
* Drive, coordinate and execute the delivery of various projects, initiatives, and other ad hoc programs to achieve operational and strategic goals on behalf of DESE and staff as required.
* Initiate and maintain executive stakeholder relationships and build trust with senior executive staff.
* Manage the Deputy Vice-Chancellor Education and Student Experience travel arrangements including planning itineraries, visa requirements and conference registrations, as well as manage the financial administration of all travel and credit card accounts and associated cost centre codes.
* Coordinate the DESE Senior Leadership Team and Leadership forum workshops, planning days, staff meetings, leadership forums, meetings, and events.
* Review and monitor finance administration requests, including but not limited to, purchasing, travel, credit card reconciliation, expense reimbursements, payment requests and billing processes.
* Support with Governance paper submissions, including the management of deadlines and quality of submissions to the DESE.
* Provide advice and direction on the interpretation and application of UNSW Policies and Procedures and apply to all activities as appropriate.
* Identify and implement business improvement opportunities to streamline processes and facilitate administrative efficiency.
* Oversee effective office operations of the DESE including coordinating estate management and reporting security, building and equipment maintenance problems for servicing.
* Undertake ad-hoc projects aligned with the goals and objectives of the DESE.
* Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://unsw.sharepoint.com/sites/values-in-action) and the [UNSW Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf)
* Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

Skills and Experience

* Relevant tertiary qualification with subsequent relevant experience supporting an executive leader; or equivalent competence gained through any combination of education, training, and experience.
* Superior written and verbal communication skills, with a high level of attention to detail for deliverables produced.
* High level organisational skills with proven ability to deal with multiple tasks, establish priorities and meet deadlines along with a demonstrated proactive approach to problem-solving and strong decision-making capability.
* Excellent interpersonal skills with ability to negotiate and liaise effectively with all levels of staff and external stakeholders.
* Advanced level of computer literacy, working with a range of computer systems and applications including Outlook and MS Teams.
* Demonstrated experience supporting projects and initiatives, monitoring, and delivering projects within agreed timeframes.
* Superior time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
* An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.