Executive Assistant (Fixed Term)

Position Description

The Executive Team

The Executive Team comprises of the Chief Executive Officer (CEO), Deputy Chief Executive Officer (Deputy CEO), and three Executive Directors (EDs) - Performing Arts, Development, and Destination and Audience.

The Deputy CEO is accountable for the Corporate Services Pillar which encompasses Finance, Legal and Governance, Risk Management, IT Services, Facilities, People and Culture, and Planning, Insights and Evaluation as well as overseeing our redevelopment project (Reimagining ACM) as part of the Melbourne Arts Precinct Transformation.

The Role

The primary purpose of this role is to provide high level executive, project, and governance support to the Deputy CEO, ensuring efficient processes and practices across the Corporate Services Pillar. This role is crucial in supporting the seamless functioning of the office of the Deputy CEO, ensuring high-quality communication and governance, and maintaining effective relationships with a wide range of internal and external stakeholders. The role will operate as a trusted partner to the Deputy CEO, providing tailored strategic support and advice in matters requiring a high degree of confidentiality.

Type	Full Time (onsite)
Reports to	Deputy CEO
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 3.3
Key Relationships	*Internal:* Executive Leadership Team, Directors, Executive Assistants, Trust Secretary and assistant Trust Secretary, Finance Partners, People Partners, Corporate Services Team, broader ACM team as required. *External:* Government Representatives, Creative Victoria, MAP Co, ACM Trust, Auditors, Project Steering Committee members, key suppliers, Arts & Cultural Institutions (locally and globally) and network partners.
Delegation	Financial and People delegations as per current policy.
Location	Arts Centre Melbourne premises
Other	SGA Employee under the ACM Enterprise Agreement 2022
	Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	Dec 2025

In the role you will

Accountabilities:

Executive Assistant duties

- Act as the first point of contact for the Deputy CEO, provide advice and resolution to queries, and maintain effective relationships with relevant industry stakeholders.
- Maintain the Deputy CEO's calendar by planning and scheduling meetings and negotiating appointments with a high level of independence and judgement of timing and prioritisation.
- Coordinate the Deputy CEO's travel, including itineraries, bookings, visas and required approvals for domestic and international travel.
- Prepare minutes, agendas, presentations and other meeting papers.
- Coordinate room/venue bookings for Deputy CEO meetings, including for external stakeholders.
- Manage financial administration processes and travel with a high level of autonomy and confidence in decision making.
- Collaborate with Executive Assistants to ensure a seamless administrative service is provided across the Executive team.
- Review and prioritise Deputy CEO's approval processes.

- Provide confidential administrative support to the wider Executive team and their delegates as required, e.g. during periods of leave.

- Administer all compliance tasks on behalf of the Deputy CEO, including gift declarations and registrations, hospitality and other business events declarations, travel reports, expense acquittals and FBT reporting.

Advisory and coordination duties

- Maintain knowledge of the operating context of the corporate services business units as well as the Reimagining project and provide direct support to the Deputy CEO for co-ordination and tracking of work lists.
- Maintain high standards in the preparation/review of executive briefs, documents, and correspondence, ensuring they are fit for purpose and delivered within specified timeframes.
- Co-ordinate Executive Team Meetings (informal and formal) including minute taking and actions tracking
- Support Assistant Trust Secretary with tracking and dispatch of materials for Trust and subcommittee meetings.
- Develop, monitor, and evaluate systems and processes to ensure effective preparation and flow of executive correspondence, and business reporting.
- Operate as a day-to-day conduit between internal stakeholders and the Deputy CEO.
- Prepare detailed notes, presentations and proposed positions on a broad range of matters.
- Develop initiatives to improve internal communication and administrative processes across the organisation.
- Deliver editing and proofing capabilities for written communications prior to release.
- Co-ordinate the maintenance and improvement of physical aspects of the work environment.
- Maintain and proactively manage organisation wide compliance calendar on behalf of Deputy CEO, ensuring key obligations, actions and deadlines are monitored, recorded and met.
- Provide high-quality logistical and administrative support for meetings, workshops and strategic engagements, including planning, preparation, coordination and documentation. Support the Deputy CEO's Crisis Management responsibilities through the Crisis Coordinator role, including preparedness activities, documentation, coordination and response in line with the Crisis Management and Business Continuity Plans.Champion modern ways of working and support the development of streamlined executive assistance procedures and practices.

Decision making:

- The incumbent will be required to provide sound advice and recommendations to senior stakeholders and is fully accountable for the service and/or advice provided.
- Decision making requires discretion and judgement and may include the interpretation of legislation/standards, systems, policies and frameworks to determine the appropriate course of action.
- Support and advise the Deputy CEO in discharging their delegations.
- Represent Arts Centre Melbourne in managing relationships with stakeholders.

Systems:

- Advanced knowledge and use of Microsoft Office suite .
- Advanced knowledge of modern collaboration tools and document management systems including SharePoint, with a proven ability to apply these effectively to streamline workflows and enable efficient information management
- Experience with workflow tools (MS Planner, Asana, Teams, Miro) highly regarded
- Experience with Diligent application highly regarded

Working environment/physical requirements:

- Undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on utilising digital technology.
- Potentially work in an underground office environment.
- Attend on site events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement (as updated).
- On-site attendance required.

SELECTION CRITERIA

Your qualifications and experience

- Experience providing support to senior stakeholders within a complex, fast paced office environment.
- High level verbal and written communication skills including experience developing a range of reports, papers, presentations and correspondence.
- Relevant administration qualifications or certifications with relevant work experience in business or administration role.
- Proven experience managing complex schedules, with the ability to exercise judgement around duration, timing and prioritisation
- Demonstrated experience in the design, interpretation and application of efficient and effective administrative policies and procedures with the provision of follow up advice to a wide range of stakeholders.
- Demonstrated ability to autonomously manage varied and conflicting demands to appropriate or agreed standards and timelines, with independent, pro-active and positive attitude.
- Ability to build relationships with a wide range of people both inside and outside the organisation.
- Ability to exercise initiative to drive solutions,
- Ability to exercise judgement, discretion and maintain a very high level of confidentiality.

Your skills and attributes

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and adopt changes within a reasonable timeframe.

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from several options and make decisions to deliver the most impactful outcome in environments of competing demands.
- **Collaboration** – you work well with others to achieve outcomes – involving the right skill, perspectives, capabilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation and in the context of Victorian State Government expectations.
- **Coaching and Mentoring** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and fosters a culture of access and equity.

You demonstrate our values

- **Leadership**
- **Creativity**
- **Equity and Inclusion**
- **Accountability**