



## Executive Assistant, Chief Executive Officer - National Office

Position number	E10575
Work type	Fixed Term Full-Time
Location	AHPRA National Office - Level 7, 111 Bourke Street, Melbourne
Classification	AHPRA Level 5
Reporting to	Chief Executive Officer
Reviewed	September 2019

### The job

The Executive Assistant, Chief Executive Officer is primarily responsible for the provision of confidential executive assistance to the CEO including first-line liaison on the behalf of the CEO and organising, prioritising and managing tasks within the CEO's office.

The role is also responsible for providing administrative support services across the Office of the CEO and to assist in the delivery of projects within the Office as required.

### Key result areas

The Executive Assistant is required to:

#### Executive support

- Provide confidential executive assistance to the CEO. Demonstrate a thorough understanding of the Office and the CEO's key roles and responsibilities.
- Build and maintain relationships on behalf of the CEO with AHPRA executives, Agency Management Committee members, AHPRA staff, Government offices and external stakeholders.
- Exercise appropriate judgement, discretion and assertiveness in order to ensure the CEO's diary is efficiently managed including scheduling appointments, arranging meetings, re-arranging double bookings, negotiating availability with stakeholders requesting appointments, booking rooms and organising catering as required.
- Assist the Executive Director, Business Services with diary management and other tasks as required.
- Back-fill for Executive Assistant, Regulatory Operations and Strategy and Policy as required.
- Manage the CEO correspondence and register; recognise and prioritise issues and take necessary follow up actions; keep accurate records and version control in TRIM. (Note: The CEO prefers to manage his own email).
- Prepare basic correspondence for the CEO.
- Prepare the CEO update for the Agency Management Committee and National Boards meeting on a monthly basis.
- Prepare update and follow up action items for the monthly meeting between AHPRA and the National Health Practitioner Ombudsman and Privacy Commissioner.
- Organise travel arrangements for the CEO including domestic and international bookings and preparation of detailed itineraries.

- Manage the CEO Office's documents effectively and efficiently by organising files, keeping accurate records, version control in TRIM.
- Identify opportunities for improvements to systems and processes and capitalise on those opportunities with initiative and good judgement.
- Assist with the coordination of events, e.g. working groups, teleconferences, conferences and forums and other inter-office meetings as required.

#### **Stakeholder management**

- To effectively manage relationships with key stakeholders internally and externally (eg. National Board Chairs, Agency Management Committee Members, Communications Department, relevant external stakeholders), via phone, email and face-to-face.
- To respond promptly to stakeholder requests, collate and disseminate relevant information, resolve standard problems, escalate issues when required, and effectively prioritise the CEO's time and capacity to respond to stakeholders.
- To receive and appropriately direct incoming complaints (written or phone-based).

#### **Project support**

- To assist in the delivery of projects within the Office of the CEO as required

#### **Our way of working**

- Incorporate the AHPRA Way of Working into daily work practices
- Comply with the AHPRA Code of Conduct and all other AHPRA policies and procedures
- Adhere to and apply the information contained in any AHPRA mandatory or job-related training.

#### **Customer Service**

- Deliver a professional, proactive, accurate, efficient, confidential and customer focused service to a wide range of internal and external stakeholders

#### **Workplace health and safety management**

- Adhere to AHPRA's workplace health and safety policies and procedures.
- Take reasonable care for own and others health and safety.
- Identify and report any health and safety problem, hazard/risk or defect which may give rise to danger.
- Report any health and safety incident immediately and implement measures to rectify cause.
- Complete all mandatory or additional workplace health and safety training as required by AHPRA.
- Follow any reasonable instruction by management in relation to workplace health and safety.

#### **Self-Development**

- Participate in periodic performance appraisals.
- Complete agreed activities in performance improvement plans or development plans.

### **Selection criteria**

The ideal applicant is someone who has the following:

#### **Skills and experience**

- Demonstrated ability to meet tight deadlines and to work in a changing environment.
- Demonstrated experience managing an office supporting a CEO and/or senior executives in a complex environment (corporate or public sector)
- Demonstrated ability to exercise judgement and resolve issues independently.
- Well-developed communication skills, including writing of agendas, minutes and correspondence.
- Excellent interpersonal skills and ability to represent the Agency with senior stakeholders and deal appropriately with sensitive, confidential information.
- Demonstrated ability to establish and maintain effective office systems and high-level organisational and coordination skills.
- Demonstrated ability to meet tight deadlines and to work in a changing environment.
- Ideally have exposure to working within a regulatory body or legal service.
- High level knowledge about AHPRA's purpose and context is vital - an understanding of how governments regulate in the public interest, consultation processes and probity issues.

- Some familiarity and understanding of the Australian health system and/or prior experience having worked for a regulator would be advantageous.
- Demonstrated experience in the provision of support in a complex work environment or for a senior executive office.
- Strong interpersonal and communication skills with the ability to build productive working relationships with a range of stakeholders.
- Demonstrated sound written communication skills.
- Demonstrated organisational skills, including the ability to effectively prioritise and manage multiple tasks and deadlines whilst ensuring attention to detail.
- Demonstrated ability to exercise judgment and resolve issues independently.
- Demonstrated high levels of initiative and capacity to work both independently and collaboratively as part of a small team.

## Qualifications

- Certificate IV or Diploma of Business Administration and formal certification in Microsoft Office applications would be advantageous
- Advanced MS Office skills, and other applications including database software, email and internet