

Position description

Position title:	Executive Support Officer
Faculty and/or School/Section/VCO:	Academic Services and Support Directorate
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 5 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849220
Further information from:	Ms Rebecca Davis, Coordinator, Schools Services Telephone: (03) 5327 9353 E-mail: r.davis@federation.edu.au
Position description approved by:	Ms Danielle Wood, Manager, Schools Services

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Executive Support Officer is responsible for providing comprehensive administrative support; overseeing the effective and efficient operations of the Office of the Dean, including effective liaison with internal and external stakeholders to the University.

The position will also provide professional administrative and secretarial support to the leadership team of the school as well as provide executive support for a range of meetings, projects and events, and assisting with the preparation of submissions, reports and correspondence as directed by the Dean of the School and leadership team.

The Executive Support Officer will operate in a dynamic, complex environment that is constantly changing. This will require a high level of adaptability and priority setting to meet the diversity of challenges whilst maintaining a high level of professionalism when dealing with staff and stakeholders.

The Executive Support Officer is responsible for ensuring confidentiality is maintained when performing the key responsibilities and associated duties of the position.

Key responsibilities

1. Executive Support to the Dean of the School of Science, Engineering and Information Technology:
 - Act as initial point of contact for the Office of the Dean and manage the Dean's diary and appointments schedule ensuring the appropriate actioning and referral of enquiries, and scheduling of events and meetings.
 - Provide executive officer support for the School Board and other school-related committee meetings as required by the Dean, including scheduling dates for forums/meetings, booking venues, arranging catering, inviting facilitators/presenters, preparing agendas, agenda papers and taking and preparing minutes or reports for meetings.
 - Provide key administrative services, including the professional presentation of work such as reports, PowerPoint presentations, maintenance of Excel spreadsheets, briefings and research papers, and drafting correspondence.
 - Coordinate bookings and accommodation arrangements for domestic and international travel for the Dean and others as requested, ensuring that University travel and other related policies are adhered to.
 - Prepare and submit the Dean's University Purchase Card accounts monthly for approval, including reconciling and coding receipts and reconciliation of other financial transactions as required.
 - Undertake any other duties as directed by the Dean or by the Co-ordinator, Schools Services in consultation with the Dean of the School.
2. Administration Support Services to the school leadership:
 - Provide a comprehensive, flexible and responsive range of administrative support services to the school leadership to ensure the effective and efficient management of workloads and projects.
 - Establish collaborative internal and external networks, contacts and relationships to facilitate the effective and efficient delivery of administrative support in response to workload and project priorities for the Dean and school leadership.

3. Administrative processes and systems:
 - Implement standardised administrative and support processes to maintain effective and efficient office systems for the Dean and school leadership. Co-ordinate confidential filing, correspondence and information systems and prioritise follow up on inward and outward requests for information, reports and correspondence.
 - Identify administrative delivery issues and work collaboratively with the Co-ordinator, Schools Services (or their nominee) to resolve inefficiencies.
 - Monitor University policies and procedures relevant to the administrative requirements of the Office of the Dean and school leadership, and support their adoption within the School.
4. University policies, procedures and legislative requirements:
 - Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
 - Undertake the responsibilities of the position adhering to:
 - i. The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - ii. Equal Opportunity and anti-discrimination legislation and requirements;
 - iii. the requirements for the inclusion of people with disabilities in work and study;
 - iv. Occupational Health and Safety (OH&S) legislation and requirements; and
 - v. Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Executive Support Officer works under the general direction of the Coordinator, Schools Services but will receive day to day guidance from the Dean and will independently co-ordinate and facilitate the administrative processes for the Office of the Dean (guided by the administrative processes and guidelines of the Academic Services and Support Directorate). The Executive Support Officer will also provide administrative support to the school leadership which will require them to work closely with senior staff within the School and across the University.

The Executive Support Officer is responsible for resolving problems and issues in relation to planning and scheduling, conflicting priorities and maintaining work-in-progress through following up on action items. The Executive Support Officer is required to exercise independence and judgement within the framework of established policies and procedures, and appropriate protocols. The Executive Support Officer is also required to demonstrate initiative in coordinating multiple tasks and competing priorities and deadlines.

The Executive Support Officer requires a working knowledge of the organisational structure of the University and associated functions of each area as well as a working knowledge and application of relevant policies and procedures in order to perform the key responsibilities of the position.

The Executive Support Officer is to ensure confidentiality requirements are maintained at all times.

Training and qualifications

Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one year's subsequent relevant work experience; or completion of a diploma qualification and at least two years' subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.

Position/Organisational relationships

The Executive Support Officer reports to the Coordinator, Schools Services and receives functional management from the Dean of the School. The Coordinator, Schools Services will provide management to the Executive Support Officer for the standardised delivery of administrative and executive support services.

The Executive Support Officer is also responsible for supporting the school leadership. The Executive Support Officer will be responsible for establishing and maintaining relationships with staff within the school, Academic Services and Support Directorate, and executive support positions across the University to ensure the effective and efficient delivery of support to the Dean and school leadership. The position will furthermore be responsible for engaging with internal and external visitors and stakeholders in performing the key responsibilities of the position.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one year's subsequent relevant work experience; or completion of a diploma qualification and at least two years' subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated ability to plan, organise and prioritise work for self and senior managers in an environment with multiple and conflicting demands.
3. Demonstrated ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly.
4. Demonstrated interpersonal and communication skills at a senior level with the proven ability to communicate effectively to a diverse range of people.
5. Demonstrated experience as an Executive Officer to committees, including the demonstrated ability to draft agendas, take minutes and coordinate action items.
6. Demonstrated ability to draft complex written correspondence and documents as well as an ability to summarise and present information.
7. Demonstrated interpersonal and communication skills, including the ability to liaise with a diverse range of people and to deliver excellent customer service.
8. Demonstrated understanding of and commitment to a team approach with an ability to work collaboratively and be accountable for results.

9. Demonstrated alignment with the University's commitment to child safety.
10. Demonstrated advanced word processing and software package skills, in particular Word, Excel, PowerPoint and e-mail, as well as the demonstrated ability to use relevant IT applications.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.