

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Executive Assistant, Engagement and Support	Department	Engagement and Support
Location	Sydney	Direct/Indirect Reports	Nil
Reports to	Director Engagement and Support	Date Revised	August 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

### ■ Position Summary

The position is responsible for providing high-level professional support to the Director and Engagement & Support management team by way of coordination of the Director's administrative functions and independent project management. In addition the incumbent will also at times be required to represent the views of the Director, and to determine appropriate course of action for operational enquiries.

### ■ Position Responsibilities

#### Key Responsibilities

##### Personal Administrative Support –Director

- Manage the Director's appointment schedule
- Actively manage the Director's deliverable tasks to ensure timely execution
- Provide high quality administrative and secretarial support to the Director, including preparation of presentations and managing correspondence.
- Manage incoming and outgoing communications and direct enquiries to appropriate personnel as necessary.
- Prepare draft correspondence for signature
- Prioritise and delegate administrative tasks as required
- Creation and management of file management systems
- Coordinate the Director's expense allocation

##### Professional Support –Director

- In the absence of the Director determine the course of action to respond to operational enquiries, in liaison with Heads of Engagement and Support departments.
- Liaise of behalf of the Director with the Engagement and Support team and internal and external stakeholders as required.
- Prepare and communicate announcements to Engagement and Supportteam and stakeholders as appropriate

- Represent views of Director and Australian Red Cross at meetings events etc. as required
- Anticipate and prepare for events, meetings etc. to ensure that the Director is fully prepared
- Provide support for the Director at meetings, including minute takings, agenda preparation, minutes and follow-up matters as required
- Organise and take responsibility for events/workshops organised by Director, including preparation of presentations
- Preparation of agendas of Engagement and Support all team meetings

#### **Coordination of Travel Booking & Expense Reporting**

- Coordinate booking of approved domestic and international travel for the Engagement & Support team
- Coordinate the Director's expense allocation and reporting
- Manage the Team Purchasing Card (MasterCard) and reconcile monthly expense statements

#### **Active Engagement and Support Team participation**

- Schedule, organise and assist in the preparation and conduct of national meetings as requested by Director
- Provide high-level support to the SMT (direct reports of the Director)
- Prepare and distribute agendas before meetings, minutes/actions after meetings
- Distribute reports and minutes
- Ensure that a follow-up mechanism is in place for actions and outcomes
- Develop good working relationships within the Engagement & Support team, regardless of geography
- Take an active part in meetings, workshops, strategic sessions as a participating member of the Engagement & Support team
- Coordinate the development of a consistent induction package for all new Engagement and Support staff around Australia
- Undertake additional work as required, and respond to organisational priorities such as disaster response - which may require additional duties outside of usual working hours

#### **Customer Service**

- In consultation with the Director, Engagement and Support coordinate and contribute to the provision of administrative support to the CEO, Executive Team of the organisation and Engagement and Support Heads as needed.
- Provide secretarial support to relevant internal team members and Board sub-committee meetings, including organising agendas, meetings papers, venues, catering and minutes.
- Ensure the provision of prompt and efficient customer service to internal and external stakeholders
- Undertake all tasks with respect for team and individuals according to the Red Cross Code of Ethics

## **■ Position Selection Criteria**

### **Technical Competencies**

- Highly developed computer skills, using MS Office applications, specifically MS Word, Excel and PowerPoint, as well as use of internet technology.
- Exceptional organisation and time management skills
- Ability to relate to a range of people at all levels including corporates, volunteers, staff, clients, Federation, other National Societies, government departments and general public.
- Ability to identify potential or existing conflict situations and negotiate a mutually agreed outcome.
- A proactive, enthusiastic team player with a result and deadline oriented focus.
- Ability to be self-directed, make necessary determinations where required and be confident in offering feedback and suggestions.
- Outstanding communication skills (in oral, written and electronic communications) and the ability to develop relationships at all levels of the organisation.

- Ability to analyse and prioritise problems and use initiative to create timely solutions, delegating when necessary

## Qualifications/Licenses

- Relevant qualifications in Business/Office Management or Marketing or Communications

## Behavioural Capabilities

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**  
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**  
Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**  
Applies knowledge and skills to achieve results | Operates objectively and calmly to achieve outcomes | Pursues goals with tenacity
- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**  
Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**  
Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support
- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**  
Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

## General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements

- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters