

Position Description

Executive Support Manager

Position Number: XXXXXX
Position Title: Executive Support Manager
Date Written: January 2019

Faculty / Division: Divisions of Finance & Operations
School / Unit: Estate Management
Position Level: Level 9

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.



Values in Action
 Our UNSW Behaviours



Builds
Collaboration



Embraces
Diversity



Displays
Respect



Demonstrates
Excellence



Drives
Innovation

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

Estate Management (EM) provides a range of services and advice to all Faculties and Divisions on the Kensington campus and the sub-campuses. It does this by providing campus planning, infrastructure planning, development, construction, refurbishment, maintenance and environmental management. EM also provides a wide range of logistic and associated services to ensure a safe and secure campus environment.

The Executive Support Manager will provide high level operational, project management and governance support to the Executive Director and the Leadership Team on a broad range of strategic and operational matters arising within Estate Management. They are responsible for managing the day to day operations in the Executive Director's Office, including managing the Senior Executive Assistant.

As a member of the EM Leadership team, the incumbent will be expected to work autonomously, acting at a senior level to drive key project milestones and achieve agreed deliverables.

The position will also provide advice, support, project leadership, rigorous monitoring and problem solving on critical issues to ensure professional and efficient operations are maintained within the department.

The Executive Support Manager reports to the Senior Manager, Strategy and Business Capability and has one direct report.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Provide executive support and high-quality advice to the Executive Director on a broad range of operational, planning, and governance matters and initiatives that support achievement of the strategic and operational goals of Estate Management.
- Manage EM Governance Board operations in close liaison with the Office of the Vice-President Finance and Operations (VPFO), including preparation of papers, presentations, reports, briefing notes, reviewing submissions on a range of strategic and operational issues for consideration by Executive Director, the EM Portfolio Board and the Leadership Team.
- Manage the day-to-day operations of the Executive Director's Office. Maintain a flexible and adaptable approach, using judgement and initiative when handling sensitive and confidential matters and determining appropriate course of action, referral or response. This will include but is not limited to email management, specifically reviewing, actioning and escalating Executive Director's emails as required; and overseeing diary management.
- Lead and manage Department projects and initiatives and ensure the involvement of appropriate stakeholders, monitor action that is required to ensure successful delivery. This will include undertaking a range of high-level analysis, reporting, preparation of presentations, business cases or other documents, providing informed high-level advice and recommendations to the EM Leadership Team.
- Oversee and coordinate the Department submissions and reporting responses as required and follow up actions arising from various boards and committees including Management Board, Executive Team and Council sub-committees.
- Collaborate with the Risk and Compliance Manager, the External Relations team and the EM Health and Safety team, advice on governance structures to ensure reporting requirements are met, develop and approve internal communications in line with University requirements and brief Executive Director on preparation and implementation of actions taken.
- Take ownership of developing and overseeing the implementation and evaluation of Executive Support practices, systems and procedures to optimise efficiency and support the achievement of quality outcomes.
- Develop and maintain networks and relationships with stakeholders and key staff within Estate Management, Divisions/Faculties and across the University, including the Vice Chancellor's and Vice President's Office.

- Proactively monitor, document and report on the progress and performance of tasks and projects within EM to the Executive Director, key stakeholders and governance committees.
- Manage and coach the Senior Executive Assistant, ensuring the Executive Director's needs are met.
- Undertake any other additional duties in relation to executive support and business administration as directed by the Executive Director.
- Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

SELECTION CRITERIA

- Relevant tertiary qualification, with demonstrated management experience and/or significant expertise and experience in providing high quality operational and management support at executive level.
- Demonstrated analytical, conceptual, financial and problem-solving skills, with an ability to summarise key issues, develop innovative solutions and produce high level outcomes in both autonomous and team-based activities.
- Strong consultation, influencing and negotiation skills and proven ability to build effective relationships with internal and external stakeholders and manage difficult conversations when required.
- Proven high quality experience in policy development, reports and submissions promoting best practice and strategic outcomes; presentation skills with the ability to create professional, articulate presentations that encapsulate complexity in an accessible manner.
- Demonstrated high-level project management skills, in addition to a proven high-level ability to influence and teamwork with senior management and stakeholders as appropriate to ensure successful outcomes.
- A sound understanding of financial management, with the ability to develop, articulate and explain business cases and budgets.
- Proficient in the use of Office 365 suite including Teams and PowerPoint.
- Ability and capacity to implement required UNSW health and safety policies and procedures.

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.