

## Executive Assistant (EA)

Position Detail			
<b>Reports To</b>	Executive Assistant	<b>Group</b>	Aviation Rescue Firefighting Services (ARFFS)
<b>Classification</b>	ASA6	<b>Location</b>	Canberra
<b>Reports – Direct Total</b>	N/A		

### Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world’s airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

Our Aviation Firefighting Service responds to approximately 6900 aircraft and airport emergency assistance requests nationally, our primary function is to rescue people and property from an aircraft crash or fire and from emergency incidents on the airport. Our ARFF service is one of the world’s largest with more than 900 operational and support personnel based around Australia.

### Primary Purpose of Position

As Executive Assistant you will provide high level administrative support to the ARFFS Executive General Manager (EGM) as well as coordination and business support across the ARFFS Senior Leadership Team and broader organisation.

### Accountabilities and Responsibilities

#### Position Specific

- Manage the Office of the EGM including, but not limited to phone and diary management, meeting arrangements, liaison with internal and external stakeholders, responding to correspondence, coordination and prioritisation of documentation and collation of material in a timely manner.
- Develop appropriate systems and procedures to set work area priorities, manage workflows, and evaluate business outcomes of the EGM Office
- Develop and maintain an outstanding actions tracking system to ensure the timely response to all Executive and Board actions.
- Engage and cultivate professional networks and relationships with key stakeholders and liaise with internal and external stakeholders on highly sensitive issues.

- Develop and maintain effective filing processes including classified, confidential, and commercial in confidence files, staff information; personnel files and organisation information
- Performing a full range of administrative support duties that include (but are not limited to) ordering supplies, payment of invoices, distribution of correspondence, acquittal of credit card expenses and associated credit card issues or matters arising, processing domestic/ international travel and associated requirements
- Arranging meetings, conferences, and forums including room bookings, invitation management, catering, room set up, preparation and collation of briefing material or associated documentation requirements, agenda management and coordination, facilitating IT and resource requirements and taking minutes/actions and writing them up subsequently
- Diagnose and resolve problems using professional knowledge and experience, identifying and developing alternative courses of action
- Other Duties as reasonable and required

#### People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Identify, manage and delegate where necessary emerging sensitive personnel, FOI, and operational matters.
- Contribute to the development of a work environment and culture with a strong focus on service delivery and high performance.
- Develop the capabilities of your peers and manage and improve your own performance

#### Compliance, Systems and Reporting

- Support governance of work systems, procedures and policies and raise issues where non-compliance identified and monitor progress of rectification as required.

#### Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Actively adhere and promote the Airservices safety management system.

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Effective management of workload and competing priorities
- Accountable for accurate completion of work within timeframes and quality requirements, share own expertise with others and guide and mentor less experienced support staff
- Engage and cultivate professional networks and relationships with key stakeholders.
- Diagnose and resolve problems using professional knowledge and experience, identifying and developing alternative courses of action.
- Build trust through positive cultural behaviour and collaborative working relationships across Airservices
- Contribute to the development of a work environment and culture with a strong focus on service delivery and high performance.
- Maintaining and continually improve the current filing and records management system
- Build and maintain effective working relationships across ARFFS Leadership Team, ASA Executive Office positions and more broadly across Airservices.
- Manage monthly and quarterly compliance activities within required timeframes.

## Commercial

- Proactively supports the Office of EGM and Direct Reports to meet all compliance, reporting and budgetary requirements

## Safety

- Compliance with safety, risk, environmental and any other standards

## Key Relationships

Develop effective relationships with:

- ARFFS Senior Leadership Team and broader ARFFS leadership team
- Office of Chief Executive Officer
- Executive Assistants across Airservices and ARFFS Administrative Staff
- Other Airservices business groups as required including key support functions such as Records Management, Service Desk, Accounts Payable and Receivable, Payroll and Facilities Management

## Skills, Competencies and Qualifications

### Technical Capabilities and Experience

- Demonstrated, extensive experience in providing high level executive support to a senior manager in a demanding, dynamic and fast paced environment including demonstration of highest levels of confidentiality and integrity at all times.
- Superior communication and interpersonal skills (both written and oral) with proven experience in successful liaison with a wide range of internal and external stakeholders and interacting with Senior Management and internal staff in a friendly and professional manner.
- Strong organisational and problem solving skills with the ability to handle multiple tasks and the demonstrated ability to organise, prioritise and be flexible to changing requirements in a complex and nationally based work environment
- Demonstrated experience in establishing and continually improving systems and procedures to monitor and control workflow.
- Proven ability to exercise initiative, work well under pressure, review and meet deadlines, set priorities and work accurately as well as both collaboratively and independently;
- Demonstrated high level of computer literacy with proficiency in Microsoft Office particularly Word, Excel, and multiple Outlook accounts (Essential), as well as use of enterprise wide business systems (for example TRIM, Orbit, SAP, online travelling booking systems) to manage workflow processes (Desirable)
- Qualifications: Business Administration or Office Management Qualifications (desirable) or extensive commensurate experience

## Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest

- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.

## Additional Information

### **Travel**

Travel may be required for work related activities.