

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Executive Assistant	Department	Office of the CEO
Location	Melbourne or Sydney	Direct/Indirect Reports	Nil
Reports to	Deputy CEO	Date Revised	June 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0038298

■ Position Summary

In a dynamic work environment, the Executive Assistant is responsible for providing high-level confidential administrative and secretarial support to the Deputy CEO. This role supports the day-to-day running of the Office of the CEO including managing calendars, supporting the development of presentations, liaising with teams in relation to speeches, proofing presentations and speeches and manages communications with a wide range of internal and external stakeholders, including senior management and governance. The role is also responsible for backfilling for the Executive Assistant to the CEO, President and Deputy President when required. The Executive Assistant is required to manage competing priorities and work collaboratively with other executive offices and teams.

■ Position Responsibilities

Key Responsibilities

- Manage all requests to the Deputy CEO including management of appointments, travel arrangements, active management of the day to day running of the CEO's office, deliverable tasks and administration, prioritisation of all internal and external communications and direct enquiries
- Actively support the CEO's office to help create an environment in which the team is approachable, professional and highly effective
- Support the Society Secretary & Chief Governance Officer and Committee Secretary to coordinate all logistics of Board Meetings, supporting Chairs of Committees, including travel, accommodation, catering, meeting rooms and dinners, as required
- Perform financial administration duties such as procurement, supplier creation, processing invoices, raising purchase orders and monthly credit card reconciliation for the CEO office team
- Manage and maintain the Executive document management, electronic filing systems and web-based systems, including curating content for the 'Office of the CEO' pages on the intranet (the Lounge)
- Together with the EA, coordinate regional visits for CEO and President, including liaising with State and Territory Directors, itinerary and event schedule, travel and accommodation
- Schedule Executive Team meetings and other leadership meetings, including item and paper deadlines, as required

- Arrange domestic and international travel including flights, car hire and accommodation for the Office of the CEO, and the Board as required
- Coordinate international travel and accommodation for Delegation to Statutory Meetings
- Provide support with maintenance of and logistics for 12 month rolling calendar for CEO and Deputy CEO (and President and Deputy President, as required)
- Liaise and communicate professionally with internal and external senior stakeholders
- Assist in maintaining CEO office team Outlook calendars, deadlines and meeting schedules
- Perform other miscellaneous administrative duties as reasonably required

■ Position Selection Criteria

Technical Competencies

- Highly developed administrative, organisation and time management skills with the ability to effectively manage multiple tasks and deadlines
- Excellent customer service and interpersonal skills in managing sensitive information and maintaining confidentiality
- Ability to engage respectfully and courteously with people from diverse backgrounds
- Highly developed verbal and written communication skills with advanced proofing ability
- Demonstrated ability to communicate, collaborate and maintain productive relationships with all levels of the organisation and external stakeholders; and build rapport with remote teams
- Ability to identify, propose and implement improvements to streamline administrative processes.
- Advanced computer skills, using MS Office applications, specifically Word, Excel, PowerPoint and Outlook, as well as use of technology
- An understanding of budget processes and financial data, basic financial reporting and reconciliations would be highly regarded
- Previous office experience in a not-for-profit or human service sector desirable

Qualifications/Licenses

- Certificate level qualification in Business Administration is desirable

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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 Ethical Framework 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 5 years thereafter. Police check renewals may be required earlier than 5 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.