



<b>Job Title</b>	<b>Executive Assistant</b>
<b>Unit &amp; Location:</b>	Executive Office - Holt
<b>Capability Map Level</b>	Program Personnel
<b>Employee Collective Agreement</b>	Ideally the position is full time 5 days per week (37.5 hrs) with some flexibility and availability to attend quarterly Board meetings. Salary negotiable upon experience. In addition Carers ACT offers attractive salary packaging options.
<b>Position Funding/Contract</b>	Association
<b>Budget Responsibility:</b>	Nil
<b>Reporting &amp; Working Relationships:</b>	Reports to and supports CEO Supports Respite Services Manager
<b>Position Objectives:</b>	<ol style="list-style-type: none"> <li>1. The office of the CEO is managed professionally and efficiently and reflects organisational values</li> <li>2. Professional and timely administrative support is provided to the CEO and Board Members</li> <li>3. That smooth efficient and effective administrative systems and procedures are evident</li> </ol>
<b>Job Role</b>	<p>This is a central role, responsible for providing high quality, professional executive assistance, including:</p> <ul style="list-style-type: none"> <li>• Serving as first point of contact for the CEO</li> <li>• Supporting the CEO's strategic relationship management</li> <li>• Provision of high level administrative support to the CEO and Respite Programs Manager as required including minute taking.</li> <li>• Management of an effective records system for information, documentation and correspondence for the executive office</li> <li>• Provision of administrative support to the Board</li> <li>• Special administrative projects as required</li> </ul>
<b>Essential Qualities</b>	<ul style="list-style-type: none"> <li>• A self starter with substantial experience in an Executive Assistant role at a senior level.</li> <li>• Highly developed organisational and analytical skills and strong attention to detail.</li> <li>• Ability to take responsibility, prioritise work, anticipate and plan ahead and possess a sense of urgency, with particular attention to the organisation of the CEO's diary, coordination of meetings and workshops and travel arrangements.</li> <li>• Advanced computer skills including proficiency in the Microsoft Office 2007 suite of programs.</li> <li>• Excellent interpersonal skills with an ability to liaise with a wide range of stakeholders.</li> <li>• Excellent verbal and written communication skills.</li> <li>• High degree of personal confidence and professional presentation.</li> <li>• A resilient and trustworthy individual who understands the importance of confidentiality, with a willingness to be flexible.</li> </ul>

<b>Creation Date</b>	March 2011
----------------------	------------

<b>Work Practices</b>	<b>Objectives</b> <i>What the task/action specifically involves. The objective or focus of the activity.</i>	<b>Objective Measures</b> <i>How we measure the outcome of the outcome of the task/action.</i>
<b>Serve as first point of contact for the CEO</b>	<ul style="list-style-type: none"> <li>• Serve as the first point of contact for all enquiries and requests for information directed to the CEO. This includes screening calls and mail, handling them as appropriate, determining priorities and redirecting enquiries and requests to the appropriate Manager/ Coordinator as and when required.</li> </ul>	<ul style="list-style-type: none"> <li>• That all contact with the office of the CEO is courteous, responsive and timely with the appropriate follow up actions taken as necessary.</li> </ul>
<b>Support the CEO's strategic relationship management</b>	<ul style="list-style-type: none"> <li>• Maintain updated contact details of key stakeholders including ministers, politicians, government and other key stakeholders.</li> <li>• Manage appointment schedules for the CEO and Respite Services Manager with key stakeholders. Develop strong relationships with key government EA staff.</li> <li>• Identify follow up actions and support CEO in all follow up requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• That all contacts are current and accessible.</li> <li>• That meetings are scheduled in advance with supporting agendas and that access to key stakeholders is strengthened through positive relationships with EA staff.</li> <li>• That key follow up actions are implemented on time.</li> </ul>
<b>Provide high level administrative support to the CEO and People and Corporate Services Manager</b>	<ul style="list-style-type: none"> <li>• Prepare correspondence for the CEO including drafting and typing of general and confidential material including minute taking.</li> <li>• Manage the CEO's calendar and schedule including travel requirements.</li> <li>• Prepare presentations and documents for the CEO and Respite Services Manager - as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• All correspondence is of a high quality and produced in a timely manner.</li> <li>• That the CEO's time is managed effectively and schedules are not overcommitted.</li> <li>• That professionally prepared material is produced using full capacity of available IT resources.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage and schedule appointments for the CEO with members of the Leadership Team for the purpose of business plan progress and other business related matters.</li> <li>• Prepare appropriate documentation, pre-analysis and analysis for the CEO's meetings and initiatives. Ensure these are available in a timely manner and effectively written.</li> <li>• Undertake research as required for the CEO including articles for publication relating to caring issues.</li> </ul>	<ul style="list-style-type: none"> <li>• That the CEO's Leadership team have appropriate access – formally and informally as required.</li> <li>• That information required before meetings is available in a timely manner and that the CEO is fully briefed and that sensitive material is handled with tact and integrity.</li> <li>• Liaise with the Policy Manger and Business Development Manager to ensure CEO has all background material on issues relating to or impacting on Carers.</li> </ul>
<p><b>Manage an effective records system for information, documentation and correspondence for the Executive Office</b></p>	<ul style="list-style-type: none"> <li>• Establish and maintain administrative systems including file management, contract update management, project communication, project and business plan tracking etc. for the CEO and the LeadershipTeam.</li> <li>• Provide leadership and advice on improved knowledge management systems for the organisation as a whole.</li> </ul>	<ul style="list-style-type: none"> <li>• That administrative systems are effective and access to key information/data is clear.</li> <li>• That organisation knowledge management is effective and user friendly.</li> </ul>
<p><b>Provide administrative support to the Board of Directors</b></p>	<ul style="list-style-type: none"> <li>• Provide high quality minute taking at Board Meetings and distribute in a timely manner.</li> <li>• Coordinate and disseminate Board documentation and correspondence.</li> <li>• Undertake any project work or special committee work of the Board as required.</li> </ul>	<ul style="list-style-type: none"> <li>• That minutes are of a high standard and accurately reflect meeting discussion and outcomes.</li> <li>• That correspondence and documentation is provided to the Board in a timely manner.</li> <li>• That project work support is of a high quality with system updates in place to key participants.</li> </ul>

<b>Provide confidential Human Resource administration and coordination support</b>	<ul style="list-style-type: none"> <li>• Maintain confidential, accurate and up-to-date HR records for the Leadership Team</li> </ul>	<ul style="list-style-type: none"> <li>• That HR records are current, kept confidential and stored securely.</li> </ul>
--	---	---

## SELECTION CRITERIA

### 1. Experience/Knowledge:

- a) Substantial experience in providing executive level administrative support.
- b) Exceptional communication, liaison and interpersonal skills including the ability to listen, speak and write according to the needs of the audience.
- c) Demonstrated ability to work effectively with tact, judgement and confidentiality including the ability to adapt, be flexible and tolerant in all work situations and maintain positive working relationships.
- d) Demonstrated ability to work with limited supervision.

### 2. Skills (Office Administration):

- a) Ability to proactively organise own workload, be creative and show initiative and ensure that administrative tasks and projects are completed and deadlines met.
- b) Highly developed word processing skills and experience with the Microsoft Office suite of programs.
- c) Demonstrated ability to undertake coordination, project and general research work.

### 3. Other:

- d) Current ACT driver's license.