



EXECUTIVE ASSISTANT TO THE CEO

JOB & PERSON SPECIFICATION

SEPTEMBER 2021

POSITION DESCRIPTION



Position Title:	Executive Assistant to CEO
Reports To:	Chief Executive Officer
Salary/Classification Level:	Negotiated Salary Package
Reporting to This Position:	None

Purpose of the Position

The primary focus of the Executive Assistant role is to provide exceptional professional administrative support to the Chief Executive Officer. The role also supports the Chief Finance Officer. A significant component of the role is supporting the corporate governance functions of the organisation through Executive/Board/Committee coordination and secretarial support.

The role of the Executive Assistant is to support the Chief Executive Officer in leading the organisation by providing efficient and proactive management and coordination of their office. The ability to make an engaging and positive contribution to a collaborative and encouraging team environment is essential.

As one of the first points of contact for the organisation, the position fulfils an important public relations and customer service function requiring a focus on stakeholder management and service with the utmost discretion and high attention to detail. You will be applying your knowledge of contemporary technologies to drive efficiency, produce reports, correspondence and presentations.

Your Team

Whilst there are no direct reports, the Executive Assistant to the CEO is one of several administrative roles located in our North Adelaide CEO Building. Additional administration team members provide support to the Corporate Support Services at our Tranmere location. Coordinated through the Workforce team, you will be expected to work collaboratively with these other team members and ensure that comprehensive support is provided across the team.

Other Key Relationships

The Executive Assistant will establish and maintain effective professional relationships with managers and staff across the organisation. This role will provide administrative and secretarial services to Executive Committees, HelpingHand Board and its Committees and so will work closely with the Chair and other Board members. In addition, the Executive Assistant will be expected to communicate with clients and other members of the Helping Hand community, as well as the wider professional network of the CEO's and other Executive Managers.

Key Outcomes & Responsibilities

Executive & Board Support

- / To maximise the CEO efficiency by providing administrative assistance and pro-active support and guidance around priorities and issues in the business.
- / Lead the preparation and coordination of Executive, Board and Committee meeting agendas, documentation, minute taking and follow up actions.
- / Establishment and coordination of Board/Committee and Executive annual calendars
- / Provision of efficient diary management and coordination of meetings with multiple internal and external stakeholders for the CEO.
- / Effective management of CEO email and correspondence including drafting professional and well communicated responses and actioning requests as appropriate.
- / Arrange travel and accommodation as required
- / Event coordination for CEO meetings, functions, forums and other events including catering, room bookings, invitations etc.
- / Coordinate Board and organisational policy review/approval.

Key Performance Indicators

- / Maintain confidentiality and discretion and demonstrate high levels of integrity.
- / Build effective and authentic relationships with key stakeholders
- / Proactive and accurate administrative assistance to the Board, CEO and CFO in line with expectations
- / High quality and timely minute taking
- / Board and Committees are well coordinated and streamlined
- / Achieving professional development plan
- / Demonstrate core values

Special Conditions

This is a diverse role that supports a dynamic CEO leading the organisation through significant regulatory and internal change. Flexibility and out of standard business hours work is expected.

This position requires current vaccination against Influenza and Covid-19 at all times, unless specific medical exemption applies as certified by a Doctor.

National Police check is required.

Selection Criteria

Essential

- / Alignment with the values of a purpose driven organisation and a passion for aged care services
- / Outgoing and engaging personality
- / Exceptional planning and time management skills with an achievement focus
- / Highly professional customer service and stakeholder engagement skills
- / High degree of accuracy and attention to detail
- / Ability to maintain confidentiality and personal discretion.
- / Executive level diary management
- / Management of Executive Committee meetings including liaison, agendas, documentation preparation and exceptional minute taking
- / Advanced comprehension and communication skills
- / A strong sense of resilience, autonomy, initiative and the ability coordinate a busy workload with changing priorities and deadlines.
- / High level technology skills including use of PowerPoint, Outlook, Word, Excel, Adobe Suite and other contemporary platforms
- / Experience in working with Boards and Committees

Desirable

- / Knowledge and interest in corporate governance
- / Management of Board and Committee meetings including liaison, agendas, documentation preparation of Board packs
- / Use of Board Portal software "Diligent"
- / Typing speed of 60-70 wpm
- / Project management skills
- / Interest in professional skills development and personal growth
- / Previous work in large complex for-purpose organisations (Aged Care experience is not essential)



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Lead and Support Workers to Arrive Safe, Work Safe and Go Home Safe

- / Lead and Support a Positive Workplace Culture - embed the Zero Harm, Zero Injury philosophy.
- / Engage with workers and clients to improve safety – listen to what they say, consider their opinions and provide feedback.
- / Implement and enforce the policies, procedures and directives of Helping Hand
- / Make sure you keep your safety and others safety top of mind at all times. Work safe all the time!
- / If you notice someone doing something unsafe – you have an obligation to ask them to stop, and work with them to find a safer way.
- / Ensure all workers are trained to work safely.
- / Take action to manage risks in the workplace - investigate incidents and complaints, assess and eliminate risks and hazards.
- / Provide and maintain a safe workplace, equipment and chemicals.
- / Support injured workers and assist them to remain at, or return to, work as soon as possible.
- / Evaluate safety performance and take actions to improve.
- / Support healthy workforce initiatives.



HOW TO APPLY

Applications should be addressed to Hannah Way and Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.