



**EXECUTIVE ASSISTANT TO THE CHIEF OPERATING OFFICER
(OFFICE OF THE CEO)**

JOB & PERSON SPECIFICATION

FEBRUARY 2026

Position Description

Position Summary

Position Title:	Executive Assistant to the Chief Operating Officer	Primary Location:	Adelaide CBD
Division:	Office of the Chief Executive	Industrial Instrument:	Award & Agreement Free
Department:	Executive Support	Classification:	Award & Agreement Free

Job Summary

The Executive Assistant to the Chief Operating Officer plays a key role in enabling Lutheran Homes Group (LHG) to deliver on its purpose by ensuring the executive leadership team can operate with clarity, focus and effectiveness. Working closely with the Chief Operating Officer (COO) and reporting to the Executive Officer to the CEO, this role provides high level, trusted support to the COO while partnering with the broader executive support function to ensure the seamless coordination of executive operations.

The focus of the role is to provide advanced administrative and operational support that enables the COO to effectively lead day to day organisational activity, supporting timely and well informed decision making across the organisation. Executive Assistant to the COO also provides leadership to a team of Executive Support Officers who support Executive Leaders, setting clear standards, optimising workflows, and embedding consistent, efficient ways of working that strengthen the executive function.

In addition, the role oversees day to day office management for the LHG corporate office, ensuring a professional, well organised and welcoming environment that reflects LHG's values and commitment to service. Success in this role requires strong organisational and communication skills, sound judgement, and the ability to manage competing priorities in a fast paced executive environment, alongside a collaborative leadership style and a genuine commitment to enabling leaders to focus on what matters most- delivering high quality, compassionate care and services across Lutheran Homes Group.

Reporting Relationships

Reporting to:	<ul style="list-style-type: none"> – Executive Officer to the CEO
Direct reports:	<ul style="list-style-type: none"> – Executive Support Officers
Key networks and relationships:	<ul style="list-style-type: none"> – Executive Leadership team – Senior Leadership team

Key Responsibilities

Administration

- Provide high level executive support to the COO, ensuring daily operations run smoothly in a fast-paced environment
- Manage the COO's calendar, appointments, meetings and travel logistics, ensuring alignment with organisational priorities
- Coordinate internal and external stakeholder meetings, including scheduling, agenda preparation, documentation collation, minute taking and action tracking as required
- Draft, review and manage correspondence, reports, briefing documents and communications across a variety of channels, maintaining clear and professional standards
- Prioritise and triage incoming requests, anticipating executive needs and providing proactive problem solving support
- Support the preparation and coordination of executive and board related materials
- Maintain effective filing, records management and version control in line with organisational and compliance requirements
- Ensure strict confidentiality, discretion and professionalism in handling executive and sensitive matters
- Build strong working relationships across the organisation, engaging with the Executive Team and internal stakeholders to understand and communicate operational needs
- Identify and contribute to continuous improvement initiatives that enhance executive workflows, systems and organisational effectiveness
- Provide backup support to other Executive Support team members when required, ensuring seamless support across LHG
- Supervise the administration of the LHG admin and related email inboxes
- Oversee day to day office management for the LHG corporate office, including facilities, supplies and coordination with external service providers

Communication and Engagement

- Identify, communicate and implement opportunities for improvement
- Act as a primary point of contact between the COO, Executive Manager/s and all stakeholders
- Develop positive working relationships with key internal and external stakeholders, ensuring smooth coordination of projects, initiatives and everyday business
- Communicate effectively on behalf of the COO and executive support team when required, ensuring clarity and professionalism
- Maintain a strong understanding of LHG's strategic priorities to effectively support leadership decision making

Supervision

- Lead, coach and support the Executive Support Officers, setting clear expectations and consistent ways of working across the executive support function
- Supervise and support Executive Support Officers to deliver efficient, high quality executive support to the Executive Leaders
- Guide and support Executive Support Officers across a range of administrative functions at the LHG corporate office
- Facilitate, monitor and support the performance and professional development of Executive

Support Officers

- Undertake other duties as reasonably directed

General Requirements

All Lutheran Homes Group (LHG) employees will:

- Devote their time, attention and skills as necessary to carry out the duties of their position to the best of their ability
- Act honestly, responsibly, and within delegated authority
- Maintain a commitment to adhering to all relevant requirements set out in:
 - the [Aged Care Quality Standards](#)
 - the [Code of Conduct for Aged Care](#)
 - the [Work Health Safety Act 2012 \(SA\)](#)
 - the [RTW Act 2014 \(SA\)](#)
- Adhere to all LHG policies, codes, and procedures
- Meet the requirements of all professional conduct standards and act consistent with LHG values
- Raise concerns re any potential misconduct or breach of policy, code or procedure as soon as reasonably practicable, and in accordance with LHG policy and guidelines
- Follow the reasonable and lawful directions of management
- Seek new and better ways of doing things, and work collaboratively in developing and implementing improvements
- Be willing to work across other LHG sites, as may be reasonably required
- Maintain the privacy and confidentiality of consumers and organisational information
- Declare any actual or potential conflicts of interest promptly
- Use their best endeavours to actively promote LHG, its interests and reputation
- Responsibly use all resources, considering costs and environmental impact

Working Safely

Employees must:

- Take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons
- Report hazards, accidents, injuries and 'near miss' incidents to their manager immediately and complete any safety related documentation within 24 hours. Assist in incident investigations, and risk mitigation as required
- Actively participate in consultation regarding matters that may affect their health and safety
- Work collaboratively to assist workers to remain at or return to work as soon as possible following injury or illness

Special Conditions

- This role is considered a NDIS risk assessed role and a current NDIS Worker Clearance is required

Skills, Experience and Knowledge

Qualifications:

- Tertiary qualification or experience in business, public relations or communications – Preferred

Experience:

- Experience in a senior administrative role, including staff supervision
- Deep understanding of effective organisational structures, corporate office culture and operating dynamics to navigate and influence effectively

Skills / Aptitude:

- The ability to maintain strict confidentiality, discretion, professionalism and high levels of integrity at all times
- Demonstrated ability to remain agile and adaptable, adjusting approach in response to changing priorities, demands and organisational needs
- Strong written and verbal communication skills with the ability to tailor communications to a range of audiences, manage stakeholder relationships, consolidate information and present ideas clearly
- Ability to bring out the best in others
- Professional telephone manner and excellent customer service skills
- High degree of accuracy, attention to detail and initiative
- Strong teamwork skills and ability to build positive relationships with a range of stakeholders
- Advanced skills with Microsoft 365 suite (Word, Excel, Outlook, PowerPoint)
- Basic understanding of project management principles
- Knowledge of contemporary technologies to support business as usual, continuous improvement and communication across multiple channels
- Ability to synthesise complex information and express it simply
- Strong time management, organisational skills and proven ability to effectively manage pressure and competing demands
- Proficient in identifying operational problems and analysing potential solutions
- Demonstrated ability to manage projects from inception to completion (including evaluation), ensuring alignment with organisational objective, on-time delivery, and within budget

Knowledge:

- Relevant LHG policies, guidelines, standard operating procedures (instruction to be provided)
- Experience in managing relationships with a wide range of stakeholders, including internal teams, board members and external partners or clients
- Demonstrated experience in translating strategic plans into actionable objectives and overseeing their successful implementation
- Knowledge of tools and technology that support effective time management, action planning and meeting effectiveness

Key Behaviours

- Professional, collaborative and helpful
- Accountable

- Strong communication
- Able to work autonomously
- Highly organised, proactive and enthusiastic
- Accuracy / attention to detail
- Seeks new ways of doing things / embraces the use of technology as a tool in continuous improvement
- Deals with sensitive matters with tact, discretion and appropriate confidentiality
- Committed to ongoing development
- Displays behaviours consistent with organisation values



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.