


Position Description

Position	Executive Administrator	 <p>phn EASTERN MELBOURNE An Australian Government Initiative</p>
Business Area	Executive Office	
Reports to	CEO	
Location	Burwood East until the move to Box Hill	
Direct Reports	Nil	
Contract Period	To 30 June 2018	
Version and Date	Ver 2 August 2015	

The EMPHN Board have endorsed the following principles which will guide the development and implementation of its business model:

EMPHN will:

- Build and use evidence to underpin innovation in models of care and reform in the health system which promote optimum health outcomes for the population.
- Ensure equitable access by the communities within the catchment.
- Strengthen primary care and facilitate coordination and integration between professional groups, care providers, education providers (specifically the tertiary sector and Universities) and researchers across the system.
- Engage communities and patients in the design and evaluation of services.
- Develop effective partnerships to reduce duplication and maximise expertise.

Primary Purpose of job

The purpose of the Executive Administrator's role is to provide high level executive support for the CEO and the executive team of the EMPHN.

Core Competencies/Key Selection Criteria

Qualifications/Technical Expertise

- Significant experience in administration, office management, and general executive assistant roles.
- Demonstrable high level skills in MS Office, particularly Microsoft Word, Excel and Outlook.
- Experience and confidence in maintaining multiple databases.
- Secretarial qualifications/Certificate IV or diploma of business administration, or similar.

Personal Qualities

- Evident capacity to build relationships and partnerships with staff and EMPHN's key stakeholders.
- Ability to work independently, with minimum supervision, as well as contribute effectively within a team environment.
- Excellent communication, planning and time management skills.
- Achievement of results: sets high standards of performance for self and others, displays drive and commitment to achieve objectives and an ability to plan and organise self and others to achieve results.
- Ability to operate effectively in a highly confidential organisation and exercise discretion in dealing with confidential and sensitive issues.
- Adaptable and receptive to new ideas and ways of working; cooperates well with others in the pursuit of team goals, responds and adjusts easily to changing work demands and circumstances.
- Shows initiative and has the ability to recognise and implement change.
- An exceptionally organised individual with a high commitment to customer service, outstanding attention to

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detail and a can do attitude.

- Sense of humour.

Key Accountabilities

Executive diary and activity management

- Undertake full management of the CEO's diary, appointments, commitments and deadlines. Extend diary management and meeting coordination, travel requirements and support to the EMPHN executive team.
- Maintain records and filing for the executive management team.
- Be the initial contact for enquiries, screening telephone calls, providing appropriate responses, assessing priorities for the CEO.
- Draft correspondence as required and collect information and data to compile reports and papers.
- Manage stakeholder engagement meetings and briefings on a regular basis.

Quality Management:

- Assist in maintenance of a culture that strives to achieve best practice and continuous improvement.
- Participate in annual performance appraisals.
- Complete agreed activities in performance improvement and plans or development plans.

Customer Service

- Lead employees to deliver a professional, proactive, accurate, efficient, confidential and customer focused service.

Other administrative duties as determined in consultation with the executive management team.

Expectations of All Staff

All staff within the EMPHN are expected to:

- Comply with all EMPHN policies and procedures
- Comply with all occupational health and safety legislation and regulation
- Comply with all other Commonwealth and State legislation relevant to the organisation
- Work in a collaborative fashion with partners, GPs, primary care providers, practice staff, external agencies and Administrators
- Uphold and enhance the reputation of EMPHN
- Maintain the highest level of integrity in the conduct of EMPHN business.
- Maintain strict confidentiality while employed by the EMPHN, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information
- Hold a current Victorian Drivers Licence and have the use of a reliable private motor vehicle
- Maintain strict confidentiality while employed by the Division, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information.